

## Michigan 211

(FY2021 Appropriation Act - Public Act 166 of 2020)

**October 31, 2021**

*Sec. 307. (1) From the funds appropriated in part 1 for demonstration projects, \$950,000.00 shall be distributed as provided in subsection (2). The amount distributed under this subsection shall not exceed 50% of the total operating expenses of the program described in subsection (2), with the remaining 50% paid by local United Way organizations and other nonprofit organizations and foundations.*

*(2) Funds distributed under subsection (1) shall be distributed to Michigan 2-1-1, a nonprofit corporation organized under the laws of this state that is exempt from federal income tax under section 501(c)(3) of the internal revenue code of 1986, 26 USC 501, and whose mission is to coordinate and support a statewide 2-1-1 system. Michigan 2-1-1 shall use the funds only to fulfill the Michigan 2-1-1 business plan adopted by Michigan 2-1-1 in January 2005.*

*(3) Michigan 2-1-1 shall refer to the department any calls received reporting fraud, waste, or abuse of state-administered public assistance.*

*(4) Michigan 2-1-1 shall report annually to the department and the house and senate standing committees with primary jurisdiction over matters relating to human services and telecommunications on 2-1-1 system performance, the senate and house appropriations subcommittees on the department budget, and the senate and house fiscal agencies, including, but not limited to, call volume by health and human service needs and unmet needs identified through caller data and number and percentage of callers referred to public or private provider types.*



**Michigan 2-1-1 FY 2021 Report  
to the  
Michigan Department of Health  
and Human Services on  
Infrastructure, Data and  
Activities**

## **Michigan 2-1-1**

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# BACKGROUND

## About 2-1-1

2-1-1 connects people to information, resources and services when they need or want to give help. 2-1-1 provides local, statewide and national resources that range from employment, family support, food, government services, health, housing, public benefits, to volunteerism, youth services and more. People in need of assistance can access help by calling 2-1-1, visiting [www.mi211.org](http://www.mi211.org) or texting their zip code to 898-211.

## About Michigan 2-1-1 (MI 211)

The Michigan 2-1-1 (MI 211) state office is the coordinating body for a network of seven regional contact centers that help people in need of assistance to access services. MI 211 supports statewide collaboration and service delivery among regional partners through shared infrastructure, funding assistance, and best practice guidance. MI 211 is financially supported by public and private funds at the local, state and federal level.

Through a combination of donations, grants and contracts, MI 211 provides regional partners with support in the following areas:

- Advocacy
- Data, analytics and reporting
- Legal and regulatory support
- Quality assurance
- Technical support
- Training

## The 2-1-1 Network

Seven regional contact centers provide services statewide. These regional centers are:

- 211 Northeast Michigan
- Community Access Line of the Lakeshore (CALL) 2-1-1
- Central Michigan 2-1-1
- Gryphon Place 2-1-1
- Heart of West Michigan United Way 2-1-1
- UPCAP 2-1-1
- United Way for Southeastern Michigan 2-1-1

# ANNUAL ACTIVITIES AND DATA REPORT

## Background

Each year, MI 211 prepares an annual performance report for the Michigan Department Health and Human Services (MDHHS). The 2021 report contains information on the status of the MI 211 infrastructure, caller and demographic data, as well as activities related to and required to be reported under the MDHHS General Fund (GF) and Integrated Service Delivery (ISD) project contracts. This report covers the period from October 1, 2020 - September 30, 2021.

In 2017, MI 211 worked hand-in-hand with MDHHS in the development and deployment of the Michigan ISD project. This relationship opened the door for several infrastructure improvements including a move to a new resource database platform, increase in staffing, enhanced analytics and reporting and upgraded contact and communication options. Successful demonstration of coordination and capacity by the MI 211 state office and regional partners has led to new opportunities for statewide, scalable projects which have the potential to be replicable for other (nongovernmental) industries as well as to be a source of ongoing revenue for the system. In addition, spurred interest from new potential MI 211 partners which has solidified a long-held belief that there is substantive value to the 2-1-1 database, and that if effectively maintained and promoted the potential is endless.

During this reporting period, MI 211 assisted residents, community organizations and state infrastructure in a variety of ways in the response to the COVID-19 pandemic. MI 211's COVID-19 response efforts are described throughout this report. For general information related to the coronavirus COVID-19, expressed interest in volunteer opportunities and/or needs as a result of COVID-19 (ex: employment, school, program closures, etc.) view the dashboard here: <https://tinyurl.com/rz8m7vd>.

## Reports

### Infrastructure

In FY 2018, MI 211 increased staffing levels to meet the demand of the ISD project and prepare for additional growth. Funding from the State of Michigan has allowed MI 211 to bring on needed capacity. These roles have been filled with seasoned 2-1-1 veterans, knowledgeable in the operational capabilities of MI 211 and regional partners, and familiar with the potential for growth and expansion. This added capacity has enhanced the ISD contract, and supported implementation of statewide standards of quality that will serve MI 211 well into the future.

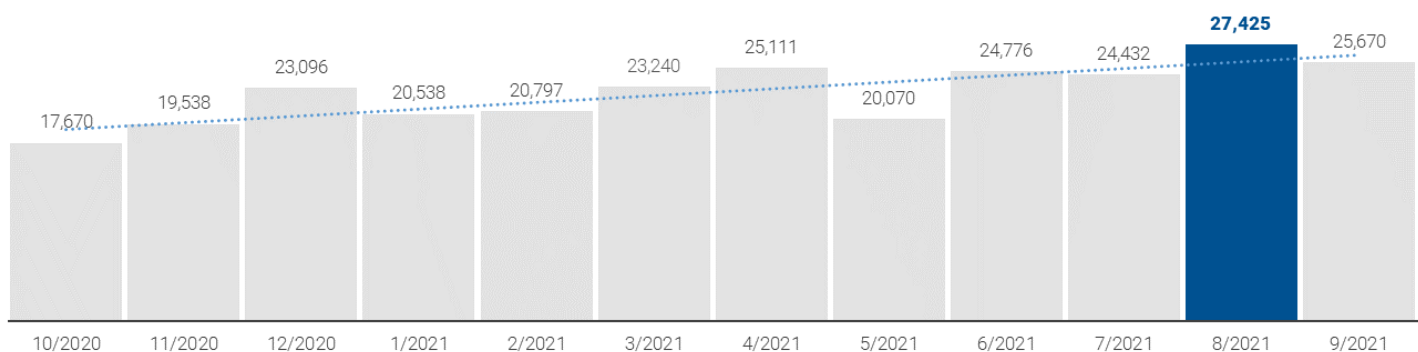
In FY 2019, the MI 211 Network completed a migration to a new database software platform. As a result of multiple software conversions there is added complexity for combining data from multiple platforms and year-year comparison. Staff continue to work diligently to refine functionality and integrate disparate data from various systems. Where feasible, year over year comparisons is provided in this report.

### Public Searches Report (mi211.org Online Searches Report)

The mi211.org website had significant visual and programming changes in FY 2020, including migrating the online search function to a new software vendor. As a result, these metrics are not consistent with the previous search functionality, thus a year-year comparison cannot be provided. As the programming needs resulting from the software migration has stabilized, attention is focused on implementing more advanced reporting and full analytics are expected to be available for FY 2020.

The snapshot below provides the number of web searches captured by RTM Designs for the period October 1<sup>st</sup>, 2020 - September 30<sup>th</sup>, 2021.

In general, **Web Searches for 2-1-1 resources show a steady growth with an average increase of 4% each month.**



As of September 30th, 2021, there were 190,524 unique visits that searched for 272,363 services/resources in our Michigan Resources Database (include searches in all 2-1-1 Michigan Centers websites). The number of resources searched increased by 55% between FY2020 and FY2021

Year > Month	Unique Visits	Unique Searches	Searches per User
<b>Total</b>	<b>190,524</b>	<b>272,363</b>	<b>1.4</b>
10/1/2020	11,292	17,670	1.6
11/1/2020	12,375	19,538	1.6
12/1/2020	14,527	23,096	1.6
1/1/2021	13,821	20,538	1.5
2/1/2021	13,941	20,797	1.5
3/1/2021	16,702	23,240	1.4
4/1/2021	17,893	25,111	1.4
5/1/2021	14,879	20,070	1.3
6/1/2021	17,782	24,776	1.4
7/1/2021	17,851	24,432	1.4
8/1/2021	20,628	27,425	1.3
9/1/2021	18,833	25,670	1.4

Source: 2021 Michigan 2-1-1

**Total Number of Resources Searched: 272,363**

By taxonomy term: **269,249**

By program or agency name only **2,232**

By Category or Subcategory only **44**

\*838 searches dropped due to missing term or use of non-standard taxonomy

The following are the top services/terms searched from October 2020 - September 2021 and represent close to 30% of all web searches conducted during FY 2021.

TOP 10 Services Requested via Web Search	Total	Pct. Of All Web Searches
<b>Total Service Requests</b>	<b>74,350</b>	<b>28.5%</b>
Electric Service Payment Assistance	14,920	5.7%
Rent Payment Assistance	10,569	4.0%
Home Rehabilitation Grants	8,052	3.1%
Low Income/Subsidized Private Rental Housing	7,791	3.0%
Food Pantries	7,598	2.9%
Homeless Motel Vouchers	6,037	2.3%
Automotive Repair and Maintenance	5,766	2.2%
Non-Emergency Medical Transportation	5,294	2.0%
Gas Service Payment Assistance	4,202	1.6%
Diapers	4,121	1.6%

Source: 2021 Michigan 2-1-1

In 2020, MI 211's software vendor created a direct webpage to focus online searching of COVID-19 related specific services. About 40% (or 3,454 of 8,628) of those COVID-19 web searches are concentrated in the top 10 services searched.

TOP 10 COVID-19 Related Services Requested via Web Search	Total	Pct. Of All Web COVID-19 Searches
<b>Total COVID-19 related service requests:</b>	<b>3,454</b>	<b>40.0%</b>
Electric Service Payment Assistance	701	8.1%
Rent Payment Assistance	619	7.2%
Disaster Related Cash Grants	376	4.4%
Utility Bill Payment Plans	363	4.2%
Gas Service Payment Assistance	281	3.3%
Gift Card Distribution Programs	227	2.6%
Water Service Payment Assistance	171	2.0%
At Risk/Homeless Housing Related Assistance Programs	164	1.9%
Covid-19 Diagnostic Tests	218	2.5%
Covid-19 Immunization Clinics	334	3.9%

Source: 2021 Michigan 2-1-1



## Resource Management Database Report

The ISD partnership supported additional resource management capacity across the MI 211 Network in FY 2018, providing additional resource engagement efforts and dedicated staffing. Since FY 2020, full functionality of the formal update tools were available, and new resources continued to be identified and included into the database. Ongoing quality assurance efforts are continuing to be performed to adjust to a different software platform, functionality, etc. which explains the reduction of inactive program/service groups. As of September 30, 2021, the MI 211 resource database contained the following agencies and services:

Resources Database Management Statistics:	FY:2021	FY: 2020	FY: 2019	FY: 2018
<b>Percentage of Agency Records Receiving Full Annual Review and Update</b>	<b>84%</b>	<b>74%</b>	<b>78%</b>	<b>40%</b>
Active Agencies	7,138	7,029	6,928	7,709
Active Sites	13,795	13,769	13,875	13,530
Active Programs/Service Groups	27,366	26,893	36,565	36,773
Inactive Program/Service Groups <sup>[1]</sup>	3,337	3,125	3,645	2,629
New Agencies	279	344	242	133
New Services	1,702	1,941	1,431	--
Updated Agencies (Formal Updates)	5,961	5,227	5,348	3,088

Source: 2021 Michigan 2-1-1

[1] Inactive records indicate services are not being provided on September 30, 2021. This includes seasonally active services like holiday meal programs and free tax preparation sites, or those that have reached their capacity or used all available funding and have asked 2-1-1 to temporarily suspend services.

## Contacts Report

472,602 contacts were handled by 2-1-1 partners in FY 2021, compared to 325,956 for the same time period in the previous fiscal year. Contacts include phone (89.1% of contacts), email, chat, text, mail, social media and in-person visits. The table below describes the top reasons people contacted 2-1-1 in FY 2020 and FY 2021. Although most top reasons for contacting 2-1-1 remained the same between FY 2020 and FY 2021, the share of requests for Information Services and Health Care were substantially higher in FY 2021. This change can be attributed to the support 2-1-1 Centers provided to the Michigan Department of Health and Human Services (MDHHS) in disseminating information related to COVID-19 resources and services as well as providing direct assistance to callers with testing and vaccination efforts.

Top Reasons for Contacting 2-1-1 in FY 2021	Percent: FY 2021	Top Reasons for Contacting 2-1-1 in FY 2020	Percent: FY 2020
Information Services	21%	Housing	24%
Housing	20%	Utility Assistance	16%
Health Care	13%	Food/Meals	14%
Utility Assistance	13%	Income Support/Assistance	11%
Income Support/Assistance	8%	Health Care	8%

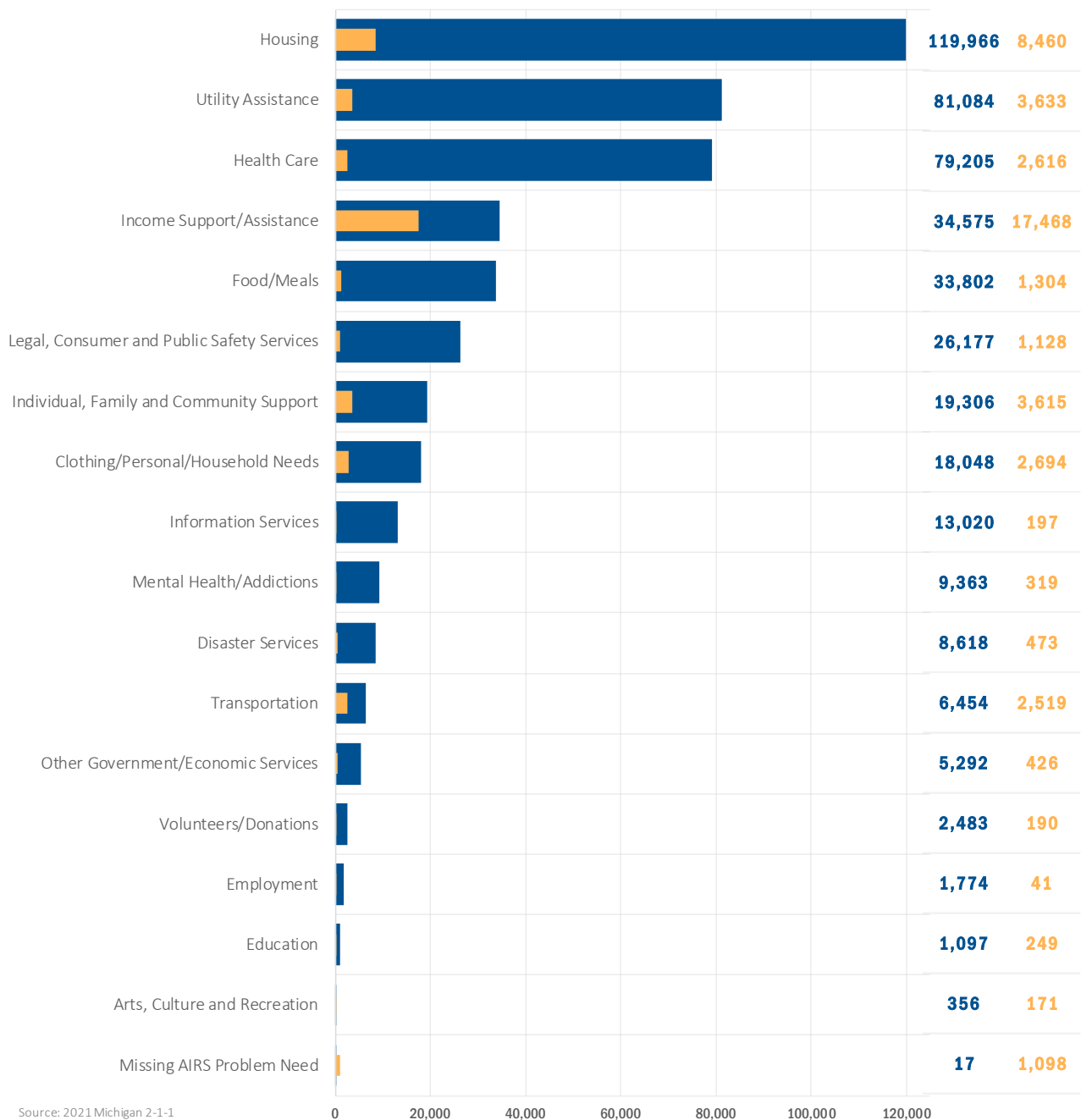
Source: 2021 Michigan 2-1-1

## Referrals and Unmet Needs by AIRS Problem Needs Category

2-1-1 partners track callers' needs using both specific services and broader problem need categories. This allows the system to track the total number of actions associated with a caller's problems, in addition to the number of referrals provided to callers. For example, a caller may call about both a utility shutoff notice and food insecurity. If they receive one referral for utility assistance and two for food pantries, the reporting system would count: 1 **call**, 2 **problem needs** (utility assistance and food/meals), 3 **referrals**. When there is not a program or service to address a problem need, or the information does not meet the caller's need, this is recorded as an **unmet need**. The chart below depicts the ratio of referred and unmet needs by Alliance of Information and Referral Systems (AIRS) Problem Needs Category. See AIRS Problem/Needs Category and Definitions in the Appendix for more information about each category.

### Total Referred and Unmet Needs by AIRS Problem Need Categories, FY 2021

Data Period: October 1st, 2020 - September 30th, 2021



Of the services referred, the table below shows the total number of referrals made for each problem need. Housing and Utility Assistance needs accounted for 50% of all referrals.

AIRS Problem Needs Category	Total Referrals	Percent of Total
<b>Total referrals made by AIRS Problem Needs</b>	<b>725,034</b>	<b>100.0%</b>
Housing	200,771	27.7%
Utility Assistance	168,573	23.3%
Health Care	107,924	14.9%
Food/Meals	65,375	9.0%
Income Support/Assistance	39,197	5.4%
Legal, Consumer and Public Safety Services	29,863	4.1%
Clothing/Personal/Household Needs	28,624	3.9%
Individual, Family and Community Support	24,427	3.4%
Mental Health/Addictions	15,022	2.1%
Information Services	13,412	1.8%
Disaster Services	9,605	1.3%
Transportation	8,180	1.1%
Other Government/Economic Services	5,560	0.8%
Volunteers/Donations	3,548	0.5%
Employment	2,850	0.4%
Education	1,569	0.2%
Arts, Culture and Recreation	516	0.1%
Missing AIRS Problem Need	18	0.0%

Source: 2021 Michigan 2-1-1

Income Support/Assistance and Housing needs were the top two needs unmet when seeking assistance through 2-1-1. In relation to all needs, the top reasons for unmet needs include:

- Service registration was full or caller contacted 2-1-1 past registration deadline (29%)
- A service was not available for the caller's need (28%)
- The caller had an immediate need and no resource was available (13%)
- Client refused referral (6%)
- Client was ineligible for service due to documentation requirements (5%) or did not meet target population requirements (5%) or for some other reason other than documentation, income or being previously assisted (4%)

## *Annual Analytics Report*

Numerous statewide and customized reports have been produced to help DHHS and regional 2-1-1 partners understand service trends, and information and referral service provision in communities as well as internal quality improvement opportunities. The MI 211 network continues to address opportunities for standardization, adding consistency and further refining processes and data collection. MI 211 continues to work with software vendors to improve custom reporting needs and deepen the understanding of specific data points. MI 211 is currently developing an external data warehouse which will provide additional flexibility and integrations for data analysis, along with an independent repository of database resources for API connections. A list of current reports and reporting tools include:

- Re-occurring Resource Database Quality Reports
- Customized Reports for statewide and regional 2-1-1 center projects and initiatives
- Microsoft Power BI Dashboards for data quality control and visualization
- Embedded Reporting Module within software platform
- Query Builder associated with software platform
- Data Mart associated with software platform
- Resource Database Analytics associated with software platform

## Demographic Reports

Information on these questions have been compiled from data provided by regional 2-1-1 partners. All demographic data covers the period between October 1<sup>st</sup>, 2020 and September 30<sup>th</sup>, 2021.

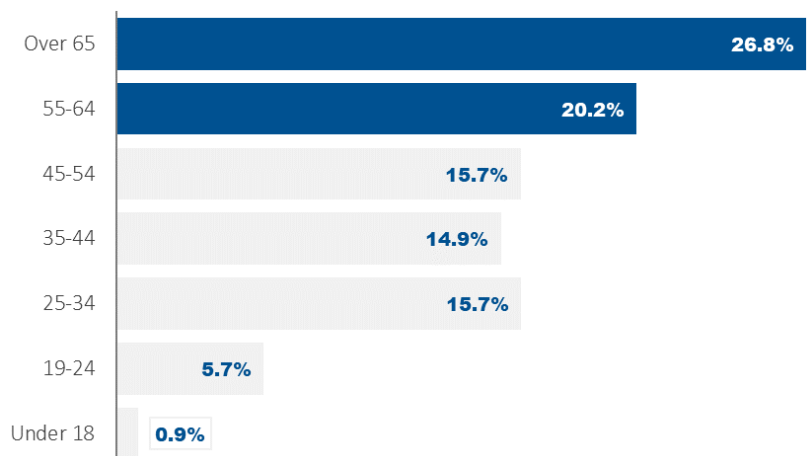
### Age & Gender

When an individual contacts 2-1-1, they are asked to provide their age and gender as part of the call intake process.

**Forty-seven percent** of contacts that reported Age were 55 or older

Contact's Age	Pct. Of Total	Total
<b>Total reported</b>	<b>100.0%</b>	<b>131,641</b>
Under 18	0.9%	1,126
19-24	5.7%	7,537
25-34	15.7%	20,716
35-44	14.9%	19,679
45-54	15.7%	20,689
55-64	20.2%	26,611
Over 65	26.8%	35,283

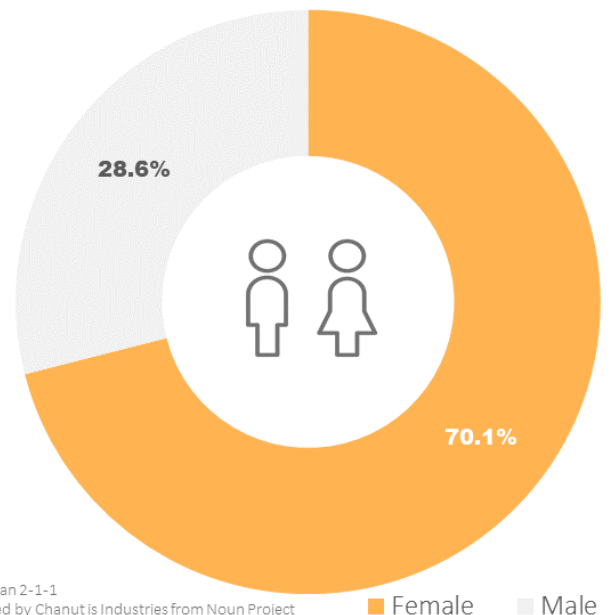
Source: 2021 Michigan 2-1-1



Most of those reporting gender were **female**

Contact's Gender	Pct. Of Total	Total
<b>Total reported</b>	<b>100.0%</b>	<b>332,782</b>
Female	70.1%	233,338
Male	28.6%	95,206
Could not be Determined	1.2%	3,976
Declined to Answer	0.0%	153
Transgender/Intersex/Other	0.0%	109

Source: 2021 Michigan 2-1-1



Sources:

2021 Michigan 2-1-1

Image created by Chanut is Industries from Noun Project

Female

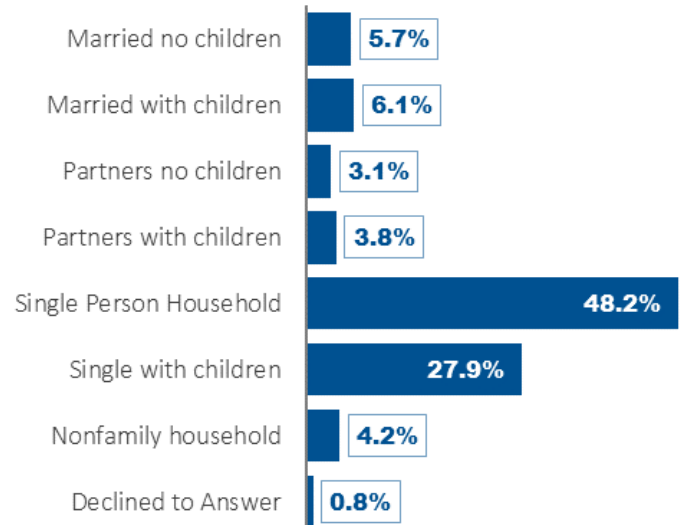
Male

Other demographic information is provided to MI 211 by regional partners through a survey process, because not everyone who contacts 2-1-1 wishes to provide identifying information. Regional 2-1-1 centers complete a minimum of 10,000 demographic surveys of willing callers each year, and results are reported to form a statewide caller profile. In completing a survey, callers can choose to respond to as much or as little information as they are comfortable providing--meaning that data can be extrapolated within the category, but not across categories.

### Distribution of Household Composition

MDHHS Survey: Household Composition	Pct. Of Total	Total
<b>Total reported</b>	<b>100.0%</b>	<b>20,060</b>
Married no children	5.7%	1,152
Married with children	6.1%	1,233
Partners no children	3.1%	621
Partners with children	3.8%	767
Single Person Household	48.2%	9,676
Single with children	27.9%	5,593
Nonfamily household	4.2%	851
Declined to Answer	0.8%	167

Source: 2021 Michigan 2-1-1

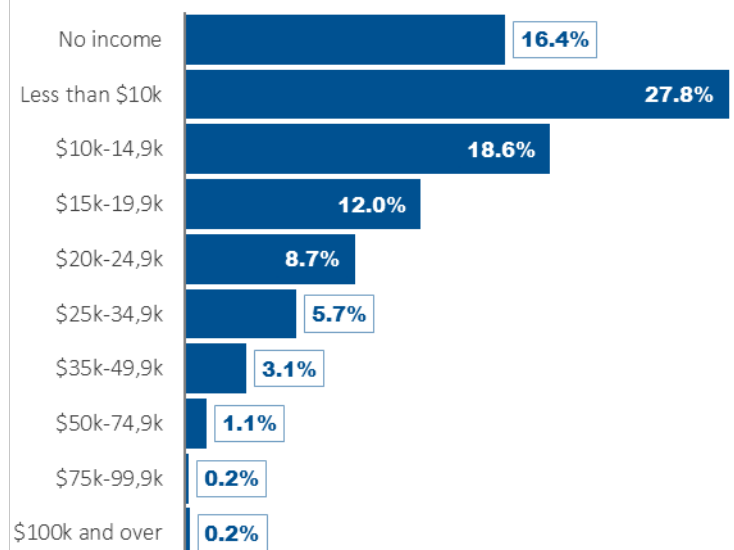


### Household Income

75% of those reporting income were under \$20,000

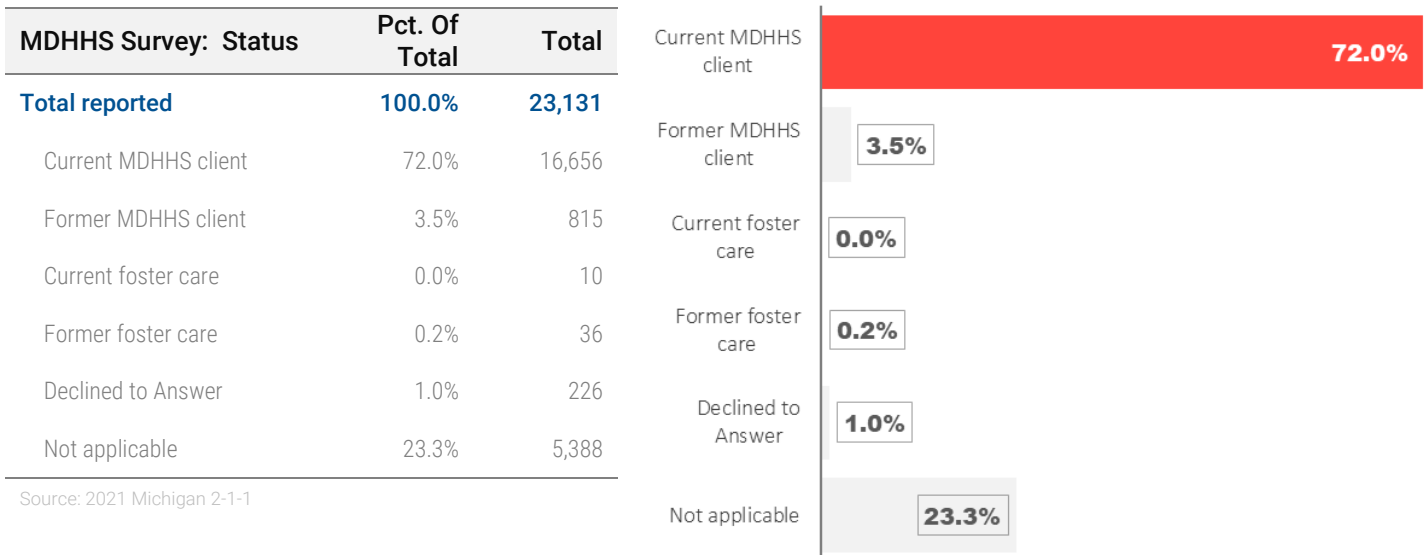
MDHHS Survey: Household Income	Pct. Of Total	Total
<b>Total reported</b>	<b>100.0%</b>	<b>18,868</b>
No income	16.4%	3,088
Less than \$10k	27.8%	5,239
\$10k-14,9k	18.6%	3,517
\$15k-19,9k	12.0%	2,271
\$20k-24,9k	8.7%	1,641
\$25k-34,9k	5.7%	1,077
\$35k-49,9k	3.1%	594
\$50k-74,9k	1.1%	211
\$75k-99,9k	0.2%	38
\$100k and over	0.2%	47
Declined to Answer	6.1%	1,145

Source: 2021 Michigan 2-1-1



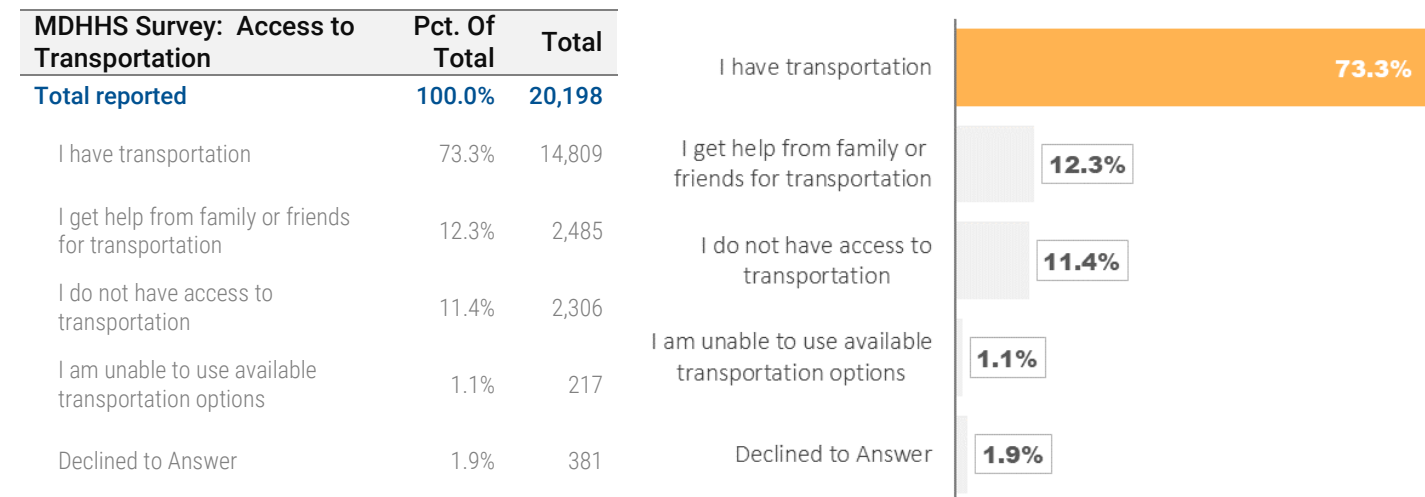
## MDHHS Client Status

Most of those reporting MDHHS status were **Current MDHHS Clients**



## Transportation Access

Most of those surveyed reported **having access to transportation**

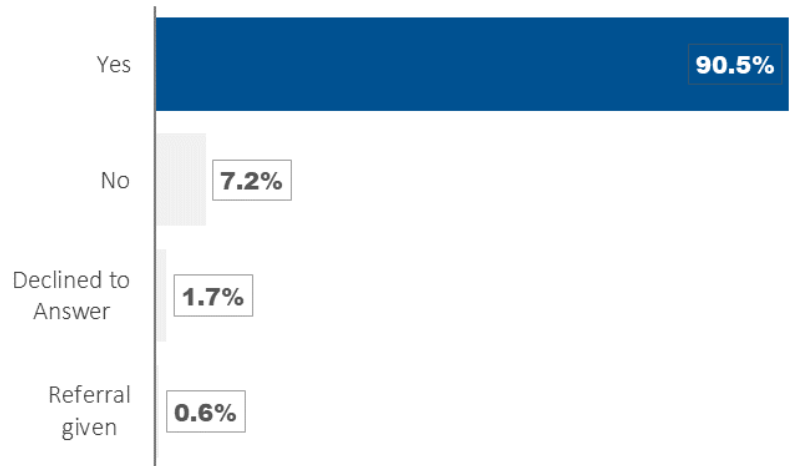


## Access to Health Insurance

Most of those surveyed reported **having health insurance coverage**

MDHHS Survey: Health Insurance Coverage	Pct. Of Total	Total
<b>Total reported</b>	<b>100.0%</b>	<b>19,855</b>
Yes	90.5%	17,975
No	7.2%	1,433
Declined to Answer	1.7%	330
Referral given	0.6%	117

Source: 2021 Michigan 2-1-1

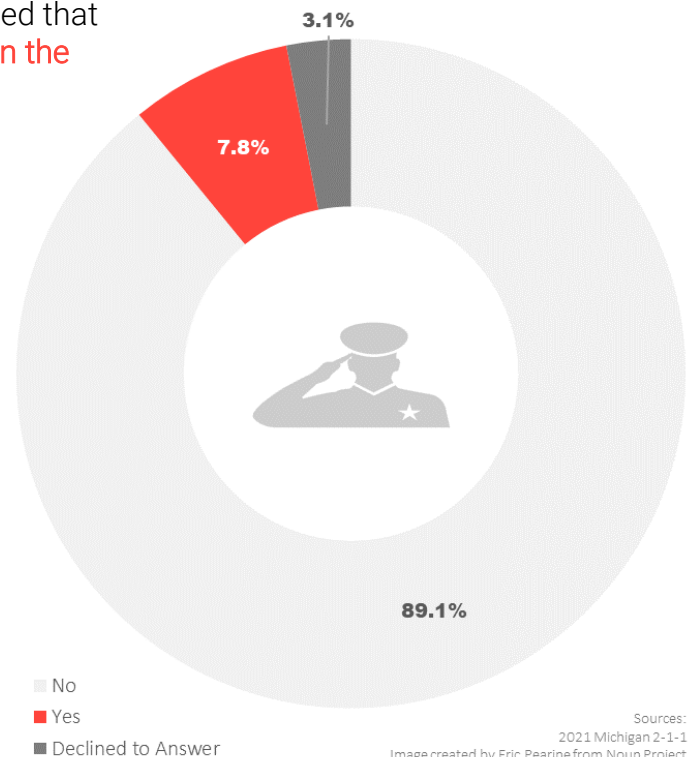


## Veterans

Regional 2-1-1 Centers also collect information on contact's Veterans' status. Only about **8%** reported that someone in their immediate family ever **served in the U.S. Armed Forces**

Contact's Veteran Status	Pct. Of Total	Total
<b>Total reported</b>	<b>100.0%</b>	<b>199,156</b>
No	89.1%	177,431
Yes	7.8%	15,558
Declined to Answer	3.1%	6,167

Source: 2021 Michigan 2-1-1



Sources:  
2021 Michigan 2-1-1  
Image created by Eric Pearine from Noun Project



## Coronavirus COVID-19 Response

Since the onset of the pandemic, MI 211 has stood ready to assist individuals seeking support, curate new and changing resource information, and inform development and implementation of COVID-19 programming. In FY 2021, MDHHS contracted with MI 211 to assume operation of the MDHHS COVID-19 Hotline and assist residents in locating and/or scheduling a COVID-19 vaccine appointment. In addition, MI 211 continued to assist Michigan residents in locating and/or scheduling a COVID-19 test site, maintain resource information for COVID-19 test site finder tool and provide benefit navigation assistance for individuals quarantined or isolated. Below is detailed information about 2-1-1's response.

COVID-19 related connections include individuals or agencies acting on behalf of an individual who (1) sought general information about COVID-19, (2) expressed that their need or needs were related to COVID-19 (e.g., health, employment, school, program closures, etc.), or (3) had a need that 2-1-1 staff identified as COVID-19 related. [MI 211 estimates the number of documented COVID-19 related connections at 185,425 for the period between October 1<sup>st</sup>, 2020 – September 30<sup>th</sup>, 2021.](#) Although there are many reasons why we may not be able to document every COVID-19 related interaction (e.g., the caller used the self-service Interactive Voice Response, the COVID-19 need was not apparent to the staff assisting the caller), connections can be identified as COVID-19 related by being directly marked as such, by having a COVID-19 related service referral made, or by having been given one of COVID-19 data collection forms developed to meet our contractual requirements (e.g., COVID-19 Hotline Information Topics).

### 2-1-1 COVID-19 Related Connections

	Percent	Total	Monthly Distribution
<b>Total number of all COVID-19 related connections</b>		<b>185,425</b>	
Total number of COVID-19 related services in the 2-1-1 Resources Database		2,409	

The following summary and visuals represent a high-level view of the different COVID-19 initiatives we currently are engaged in with MDHHS to assist Michigan residents. Here are a few tips on how to read the information in the next section:

- **COVID-19 Projects:** The initiatives and contracts we currently have with MDHHS. A connection can belong to multiple projects based on the needs identified. For instance, a caller may have contacted 2-1-1 for Q&I Navigation and vaccine information. Our overall COVID-19 related connections also include COVID-19 connections that are not related to any of the COVID-19 projects specified in this report (e.g., a COVID-19 program only available in a local community or region).
- **Connections:** An individual (or agency on behalf of an individual) connecting with 2-1-1 via phone, chat, email, or text. If an individual connects multiple times with 2-1-1 during the reporting period, each connection is counted separately. Also, the ability for 2-1-1 to identify individuals is limited because most seeking assistance do so anonymously. A connection may have one or multiple needs identified during the interaction.
- **Needs (or reason for calling 2-1-1):** One or more needs can be identified per connection by 2-1-1 staff. This number could be higher than the number of connections and lower than the number of needs met/unmet.
- **Totals:** The count of connections or needs.
- **Monthly Distribution:** The count of connections or needs per month for FY 2021. Monthly distributions represented in blue or light blue are connections, and those represented in gray are needs. The **red bar** indicates the highest monthly count in the distribution for Michigan FY 2021 (first bar represents October and last bar represents September).

**COVID-19 Testing Navigation:** Michigan 2-1-1 Network assists residents in locating a COVID-19 test site, schedules appointments if needed, and maintains a locator tool of available COVID-19 test sites throughout Michigan.

	Percent	Total	Monthly Distribution
<b>Total number of COVID-19 test sites added to the 2-1-1 Resources Database</b>		959	
<b>Total number of COVID-19 Testing-related connections</b>		<b>30,353</b>	
Provided referral information to a COVID-19 test site from the 2-1-1 Resources Database	88%	26,803	
Provided information about the state's Test Site Locator or used information from the Test Site Locator for referrals (site information not yet in the 2-1-1 Resources Database)	9%	2,612	
Assisted caller in scheduling an appointment with a COVID-19 testing site	2%	685	
Request for Antibody Testing Site information only	1%	253	

**COVID-19 Quarantine & Isolation (Q&I) Navigation:** In partnership with MDHHS and local health department contact tracers, Michigan 2-1-1 Network connects individuals affected by COVID-19 with available support services and resources needed to help them during their period of being homebound and/or ill and supports their recovery to ensure their compliance with self-quarantine or self-isolation recommendations. 2-1-1 staff are also available to assist the resident in applying for MDHHS public benefits available through MIBridges.

General Benefit Assistance, Grocery Ordering/Delivery, and Electric Service Payment Assistance represented **43%** of all needs identified.

	Percent	Total	Monthly Distribution
<b>Total number of COVID-19 Q&amp;I-related connections</b>		<b>1,206</b>	
Total number of Q&I Navigation Assessments Completed ( <i>ended in early February 2021</i> )	48%	576	
Number of needs identified ( <i>reason for contacting 2-1-1</i> ). A connection may have one or more needs identified.		2,224	
Number of needs met	85%	1,897	
Information only	8%	173	
Number of needs unmet	7%	155	

**COVID-19 Hotline:** In October 2020, Michigan 2-1-1 Network assumed operation of the MDHHS's COVID-19 Hotline which provides general COVID-19 information for Michigan residents.

In addition to providing general information about COVID-19 Testing and Vaccines, 2-1-1 staff responded to questions related to executive/epidemic orders, reopening the economy, vaccine sweepstakes, and schools (e.g., school sports, orders specific to schools/K-12 back to school roadmap)

	Percent	Total	Monthly Distribution
<b>Total number of COVID-19 Hotline-related connections</b>		<b>72,662</b>	

**COVID-19 Vaccine Navigation:** Michigan 2-1-1 Network assists residents in locating COVID-19 vaccination sites, provides information about available transportation to vaccine locations and in-home vaccination programs for homebound individuals and schedules appointments if needed.

General COVID-19 Vaccine information topics included who can get vaccinated; the effectiveness, safety and FDA approval status of the vaccine; and questions about or registration for the vaccine sweepstakes.

	Percent	Total	Monthly Distribution
<b>Total number of COVID-19 Vaccine-related connections</b>		<b>138,158</b>	
Estimated number of appointments scheduled	10%	14,219	

# CONCLUSION

During 2021, the MI 211 Network remained agile to meet the needs of our communities, both in traditional health and human services and pivoting to respond to various needs that emerged due to the COVID-19 Pandemic, as well as massive flooding that devastated the Southeast Michigan region in July. Our commitment to quality--both internally and when working with external stakeholders remains unwavering. Each year of this partnership, we have committed to capitalizing on lessons learned to make the system stronger and better, and believe we continue to institute structures and processes, and nurturing community relationships necessary to do so. We thank MDHHS for the opportunities, support and encouragement of our work and look forward to a robust partnership in the years to come.

## APPENDIX A: ATTACHMENTS

- Michigan 2-1-1 Independent Quality Assurance Report
- Michigan 2-1-1 Resource Engagement Survey Results
- AIRS Problem/Needs Category and Definitions

## Alliance of Information and Referral Systems (AIRS) I&R Problem/Needs National Categories

The AIRS list of national categories for I&R problem/needs is a means to organize the incredibly wide range of inquiries handled by I&R services and to provide for the consistent and credible reporting of community needs across jurisdictions. Below is the list and definition of 17 AIRS Problem/Need Categories:

**1. Arts, Culture and Recreation**

Programs that allow people to fully participate in and enjoy a variety of recreational, social, spiritual, artistic, cultural and intellectual opportunities.

**2. Clothing/Personal/Household Needs**

Programs that provide and/or repair basic household, work-related, and personal necessities for people who need them.

**3. Disaster Services**

Public and private programs that provide emergency planning, preparedness, mitigation, response, relief and/or recovery services prior to, during and after a major fire, flood, hurricane, earthquake, tornado, tsunami, volcanic eruption, landslide, mudslide, snowstorm, drought, famine, explosion or nuclear accident, the outbreak of civil unrest, or other large-scale emergency of natural or human origin that disrupts the normal functioning of a community; or a localized incident such as a house fire which has made residents homeless. There are four recognized phases of disaster work: preparedness, mitigation, response and recovery.

**4. Education**

Programs that provide opportunities for people to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

**5. Employment**

Programs that provide employment opportunities for people who are searching for jobs; assist people who are able and willing to work by helping them prepare for, find, secure and retain suitable employment; provide work site evaluation and/or modification support; and/or seek to develop employment opportunities in various fields for people who need a position.

**6. Food/Meals**

Programs that seek to meet the basic nutritional needs of the community by providing access to food.

**7. Health Care**

Programs whose primary purpose is to help individuals and families achieve and maintain physical well-being through the study, prevention, screening, evaluation and treatment of people who have illnesses, injuries or disabilities; and the provision of family planning, maternity

and other services that relate to human reproduction and sexual health. Also includes the provision of public health services.

**8. Housing**

Programs that seek to meet the basic shelter needs of the community by providing temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and a variety of housing alternatives. This category includes rent assistance.

**9. Income Support/Assistance**

Programs that provide financial assistance in the form of emergency payments, cash grants or purchase of services for eligible low-income and indigent individuals and families to ensure that they have a basic income and access to essential medical and supportive services. Also included are social insurance programs that have been established by law and are generally compulsory in nature which provide cash income on a regular basis or payments to meet a designated need for people who are entitled to benefits based on their own or their employer's contributions to the program or their service to the country. This category also includes referrals for Earned Income Tax Credits, income tax assistance and money management programs.

**10. Individual, Family and Community Support**

Programs that support individuals, families and the broader community by providing services that replace, protect or supplement the care and support that is generally available through the family, assist with the settlement of new residents and advocate for changes that will have a beneficial effect on the community and its residents. Includes programs that provide for the humane care and protection of domestic animals.

**11. Information Services**

Programs that provide for the collection, classification, storage, retrieval and dissemination of recorded knowledge for the community. Included are electronic information resources, information and referral programs, information lines, library services, media services, public awareness/education campaigns, research data and rumor control activities. Also included in this category are referrals to an agency or services where no specific category of need can be detected (e.g. an information call where only the phone number of an organization is requested/provided and the need cannot be accurately discerned).

**12. Legal, Consumer and Public Safety**

Programs that promote and preserve the conditions that enable individuals to live in a safe and peaceful environment through the enforcement of laws that protect life and property; the operation of all aspects of the justice system; and the provision of public safety prevention and rescue programs. Also included are programs that protect consumers, and that issue licenses, certificates and permits for services that affect the public.

**13. Mental Health/Addictions**

Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people achieve, maintain and enhance a state of emotional well-being, personal empowerment and the skills to cope with everyday demands without

excessive stress or reliance on alcohol or other drugs. Treatment may include emotional support, introspection and problem-solving assistance using a variety of modalities and approaches, and medication, as needed, for individuals who have a physical and/or psychological dependency on one or a combination of addictive substances or for people who range from experiencing difficult life transitions or problems in coping with daily living to those with severe, chronic mental illnesses that seriously impact their lives.

#### **14. Other Government/Economic Services**

Programs that reflect the broader functions of governmental, economic and organizational development, including programs that address international issues and understanding; that promote the interests of a specific trade or profession; that provide technical assistance and support to organizations; or pursue academic research. Also included are public works projects and other activities involving the operation of basic government infrastructure services. Note that this will tend to reflect referrals for government programs that are not specific to other problem/needs categories.

#### **15. Transportation**

Programs that provide for the basic transportation needs of the community including the local and long-distance conveyance of people and goods, and special arrangements for older adults, people with disabilities and other community residents who have no personal transportation and are unable to utilize public transportation.

#### **16. Utility Assistance**

Organizations that provide electric, natural gas, home heating fuel, telephone, water, sewer or cable services for residential and business consumers; manage the connection and repair of utility services; and/or offer financial assistance or other forms of support for people who are at risk of having their utilities shut off.

#### **17. Volunteers/Donations**

Community organizations that are actively seeking individuals with the requisite knowledge, skills and experience who are willing to offer their services and work on a full or part-time basis without remuneration on projects or in positions that benefit the organization itself or the people it serves. Many agencies that provide volunteer opportunities also offer intensive training in the tasks that are required for the job. Also included are programs that accept donations of material goods and services or money to purchase them and which coordinate the distribution of donations to agencies, organizations and disadvantaged community residents.

## Q1 Please enter your contact information

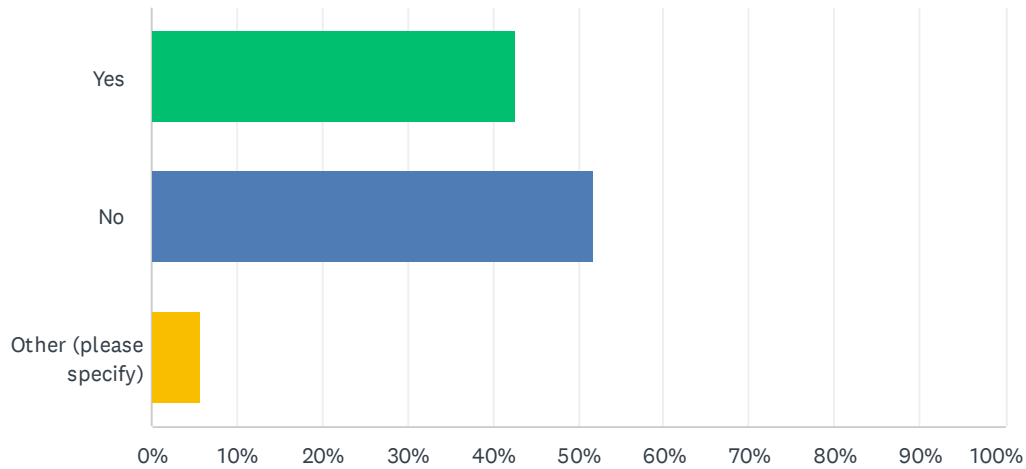
Answered: 1,274   Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	99.61%	1,269
Organization	99.06%	1,262
Email Address	99.29%	1,265
County/Counties Served	98.59%	1,256



## Q2 Have you communicated with 2-1-1's Resource Department in the past 12 months? (This department maintains the database of community programs)

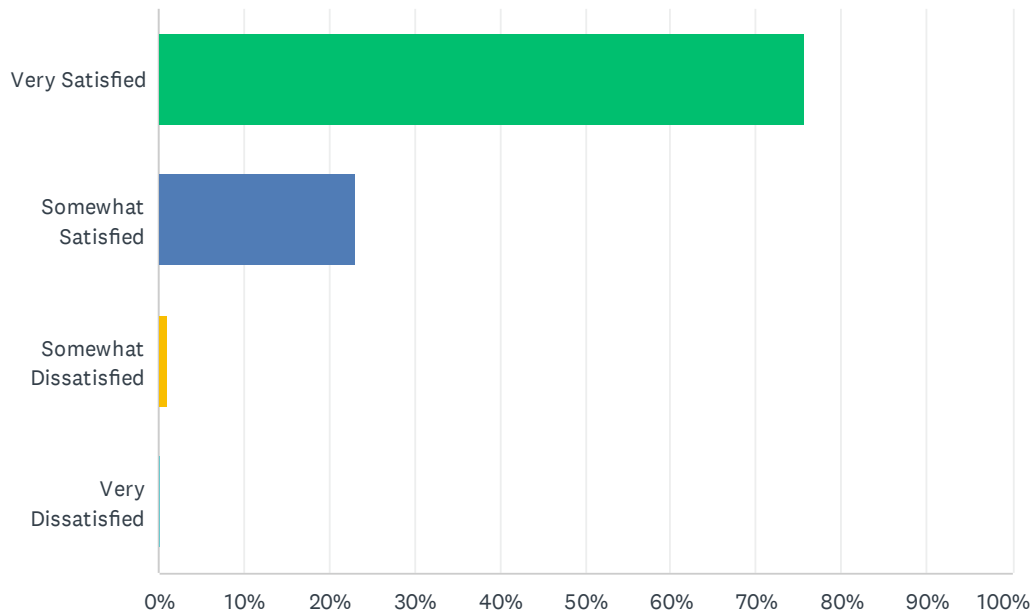
Answered: 1,274 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	42.62%	543
No	51.73%	659
Other (please specify)	5.65%	72
TOTAL		1,274

### Q3 How satisfied were you with our communication?

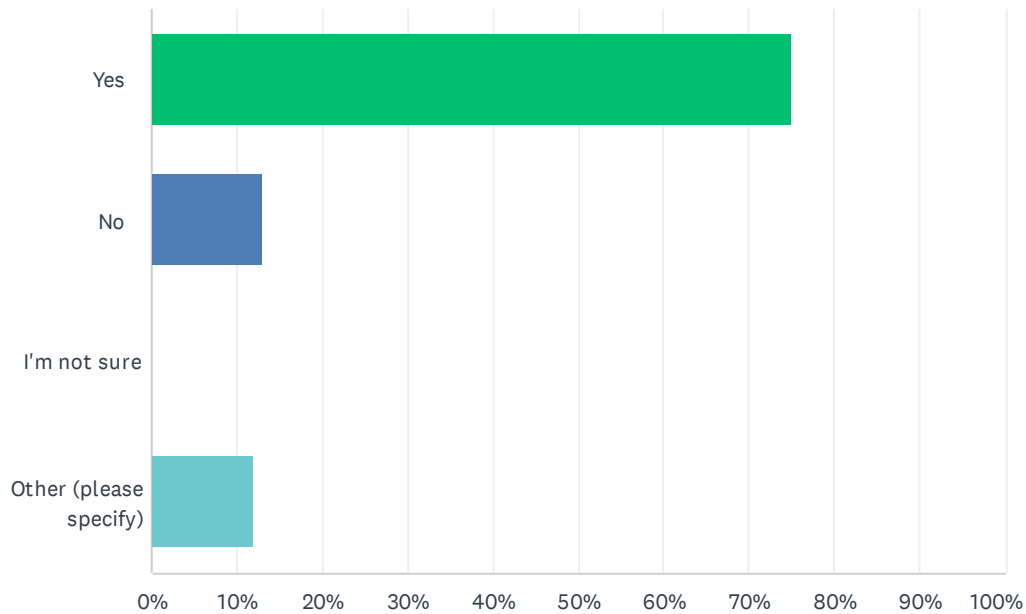
Answered: 604   Skipped: 670



ANSWER CHOICES	RESPONSES	
Very Satisfied	75.66%	457
Somewhat Satisfied	23.01%	139
Somewhat Dissatisfied	1.16%	7
Very Dissatisfied	0.17%	1
TOTAL		604

## Q4 Did you complete the last annual update for your organization?

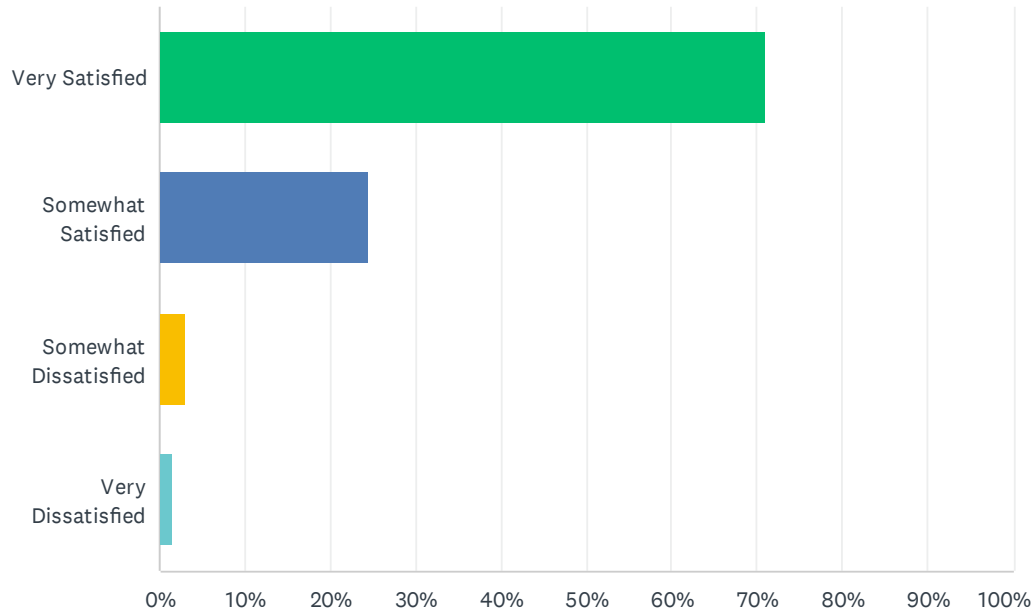
Answered: 1,249 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	75.10%	938
No	13.05%	163
I'm not sure	0.00%	0
Other (please specify)	11.85%	148
TOTAL		1,249

## Q5 How satisfied are you with the process of updating your organization's information with 2-1-1?

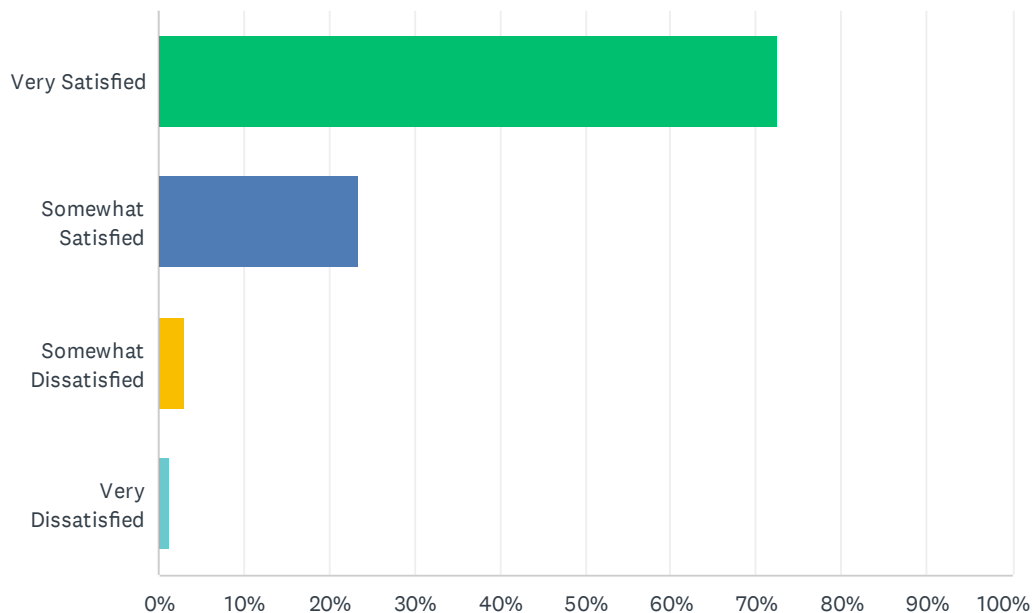
Answered: 1,018 Skipped: 256



ANSWER CHOICES	RESPONSES	
Very Satisfied	71.02%	723
Somewhat Satisfied	24.46%	249
Somewhat Dissatisfied	3.05%	31
Very Dissatisfied	1.47%	15
TOTAL		1,018

## Q6 How satisfied are you with the accuracy of your organization's information included in 2-1-1's database?

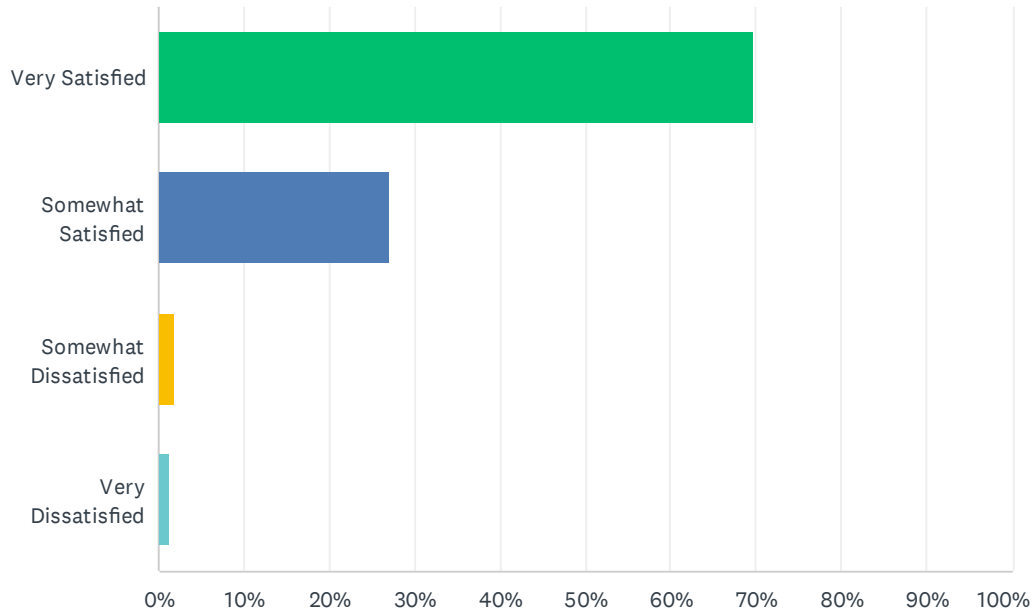
Answered: 1,018 Skipped: 256



ANSWER CHOICES	RESPONSES	
Very Satisfied	72.40%	737
Somewhat Satisfied	23.48%	239
Somewhat Dissatisfied	2.95%	30
Very Dissatisfied	1.18%	12
TOTAL		1,018

## Q7 Please rate your overall satisfaction with the 2-1-1 Resource Team that maintains the database of programs and services?

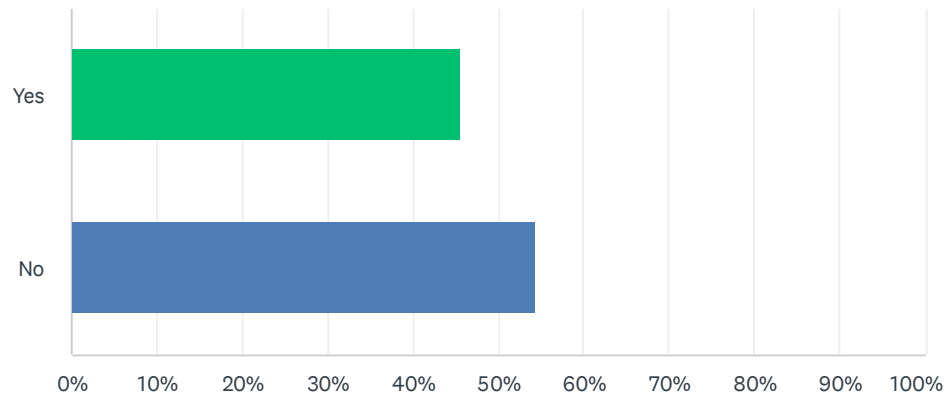
Answered: 1,156 Skipped: 118



ANSWER CHOICES	RESPONSES	
Very Satisfied	69.64%	805
Somewhat Satisfied	27.16%	314
Somewhat Dissatisfied	1.99%	23
Very Dissatisfied	1.21%	14
TOTAL		1,156

## Q8 Have you visited or referred to 2-1-1's online searchable database?

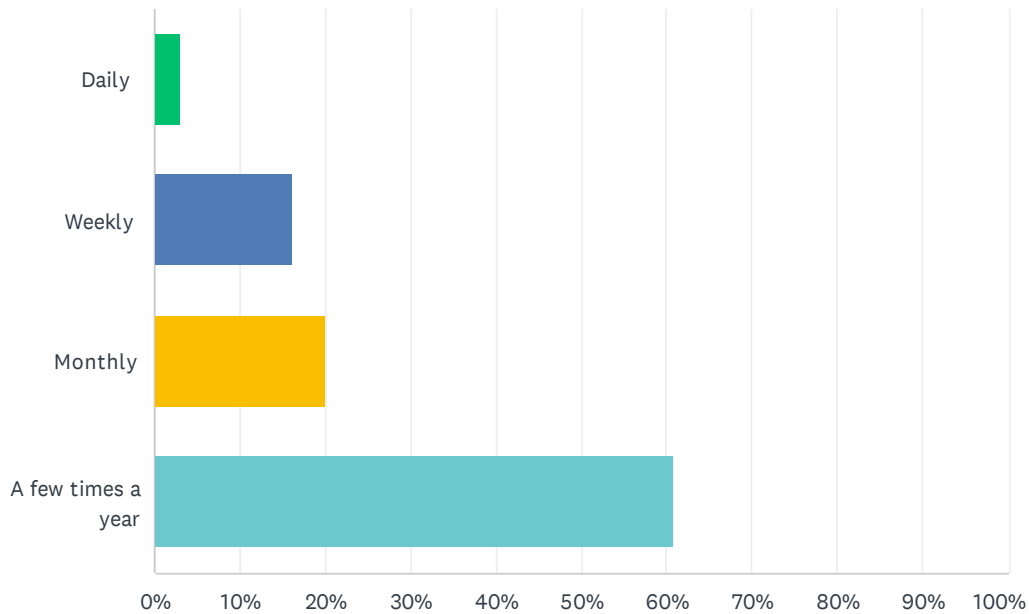
Answered: 1,151 Skipped: 123



ANSWER CHOICES	RESPONSES	
Yes	45.61%	525
No	54.39%	626
TOTAL		1,151

## Q9 How often do you use or refer to 2-1-1's online searchable database?

Answered: 519 Skipped: 755

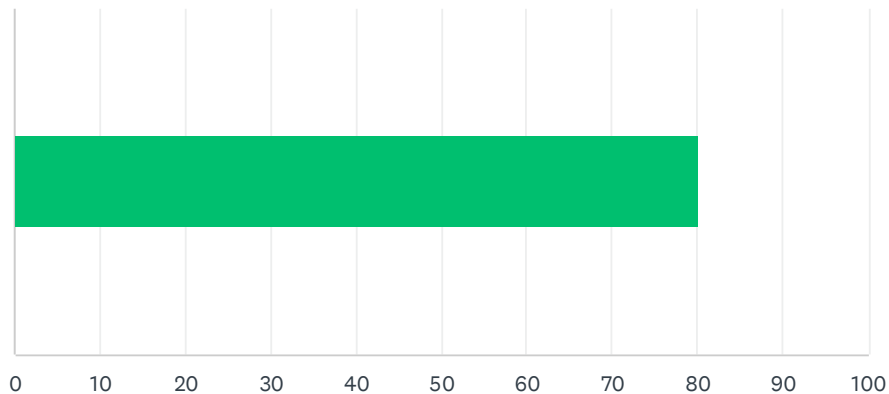


ANSWER CHOICES	RESPONSES	
Daily	3.08%	16
Weekly	16.18%	84
Monthly	20.04%	104
A few times a year	60.69%	315
TOTAL		519



## Q10 Please rate your comfort level searching for resources using 2-1-1's online searchable database:

Answered: 468 Skipped: 806



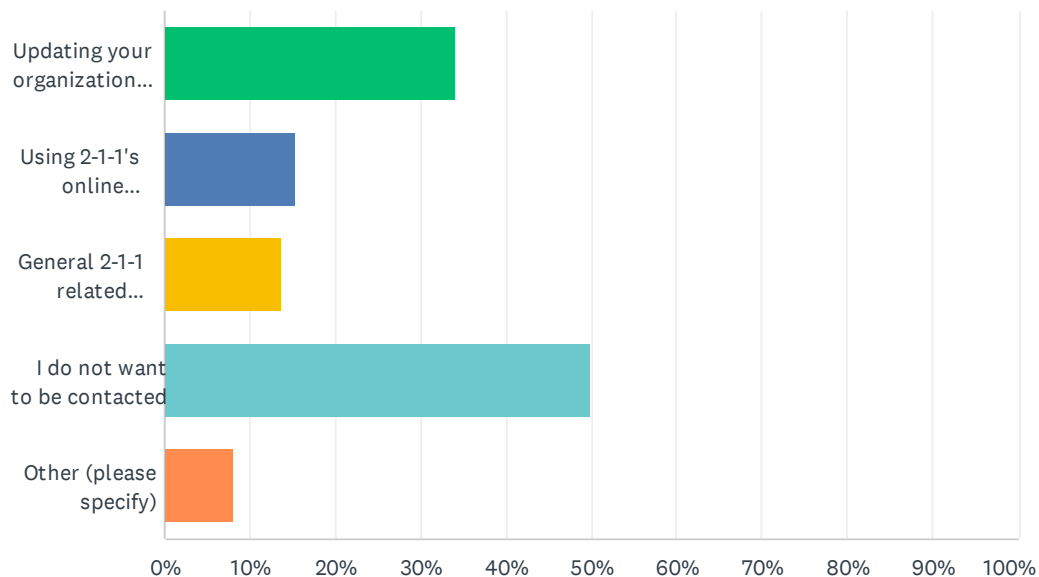
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	80	37,505	468
Total Respondents: 468			

## Q11 What can 2-1-1 do to better serve our community partners?

Answered: 367   Skipped: 907

## Q12 As capacity allows, would you like 2-1-1's Resource Team to contact you regarding any topics listed below?

Answered: 954 Skipped: 320



ANSWER CHOICES	RESPONSES	
Updating your organization's information in 2-1-1's database	34.17%	326
Using 2-1-1's online searchable database	15.30%	146
General 2-1-1 related questions	13.73%	131
I do not want to be contacted	49.79%	475
Other (please specify)	8.07%	77
Total Respondents: 954		

## Q13 Any additional comments or suggestions?

Answered: 159   Skipped: 1,115

# Michigan 211 Quality Assurance Review 2021



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## Executive Summary

All MI 2-1-1 centers are accredited by the Alliance of Information and Referral Systems (AIRS) – the national body which creates best practice standards and reviews database and call center adherence to said standards. Therefore, we do know that at the time of their Accreditation reviews, each center was adhering to AIRS standards and best practices.

Overall, Michigan 211 (MI211) data is professionally organized and maintained. The resource data is organized in a logical fashion, and resources are easy to find. Automatic updates are available through the new software, so the updating process is working well and resources are being updated in a more timely fashion than in 2018 and early 2019. However, there is some room for improvement in the number of records formally updated (see numbers in section). The inclusion policy is adhered to, as is the style guide. More details are found in the report.

## Goal

Michigan 211 is a health and human services based, state-wide hotline. This report touches on activities related to meeting Michigan 211 system contractual requirements with the Michigan Department of Health and Human Services (MDHHS). Database Quality Assurance Metrics for review:

- Annual Record Formally Updated
- Number of New Agencies Added in FY21
- Style Guide Adherence
- Program and Record Standardization
- Inclusion / Exclusion Criteria Policy Adherence
- Target Term Policy Adherence
- Correctly applied Geographic region(s) (Service Area Audits)

## Methodology

We reviewed the database as a whole and did an in-depth review of 10 agencies<sup>1</sup> per call center would be chosen blindly by complexity. We decided that using the complexity (difficulty) scale would be the best method to select organizations: a variety of simple, moderate, and complex agencies should be chosen. A list of the agency complexity was created, and the reviewer chose agencies blindly by agency key, not by name. Each center's records for audit would be about 1/3 simple, 1/3 moderate, and 1/3 complex.

As of August, 2021, there were 6994 active agency records across all the MI "access sites" (databases) in the ReferNet system.

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<sup>1</sup> For the purpose of this document, the terms "agency," "organization," and "provider" are interchangeable. They mean the records in the database of the companies that provide service(s) to consumers.

## Metrics

To be measured in this report are the following quality assurance metrics:

- Annual Records Formally Updated
- Number of New Agencies Added in FY21
- Style Guide Adherence
- Program and Record Standardization
- Inclusion / Exclusion Criteria Policy Adherence
- Target Term Policy Adherence
- Correctly applied Geographic region(s) (Service Area Audits)

We will touch on each of the metrics and discuss how well each center, and the system, have performed.

## Software

MI211 uses RTM Designs' software, ReferNet for their resources and Navigate for their call centers. This change came in mid-2019, so this report is the second full year of use. Benefits to using this software include being able to send out automated requests for update from providers; a consistent complexity score across the data centers; and a myriad of reports for quality assurance.

## Records Formally Annually Updated

A "formal update" is defined by AIRS as an annual survey where the agency was contacted and all agency information verified. Annual updates are typically an ongoing process, with a portion of the records in the database being sent each month.<sup>2</sup>

In addition to formal updates, centers gather interim information by attending community meetings, monitoring social and traditional media, and by word of mouth.

Of the 6,994 active resource records, 5,371 (77%) have been formally updated within the past year. There are 1,240 agencies with a formal update date of over a year, and 383 agencies with no formal update date. Receiving formal updates during the COVID-19 pandemic has been a challenge for 211 centers nationwide. The records with an update date from over a year belong to:

CALL: 82/705, 11.6% (relatively unchanged from 2020)

GRYP: 304/822, 36.9% (worsened)

HWMI: 33/985, 3% (improved)

MICH: 380/561, 67.7% (worsened)

NEMI: 25/828, 3% (improved)

UPER: 20/554, 3.6% (improved)

UWJC: 144/1128, 12.7% (improved)

UWSE: 252/1417, 17.7% (improved)

---

<sup>2</sup> Most centers query approximately 1/12 of the records in their database each month; some query 25% each quarter.



## Number of New Agencies Added in Fiscal Year 2021 (October 1, 2020-September 30, 2021)

When there are new agencies opening in a community, obviously they should be included in the resource database. However, whether new agencies are opening or not is an external measure that has nothing to do with the 211 system. We should be asking how many agencies opened in the community, and what percentage of them were included in the database. This metric can be checked at any time in the Resource Data Analytics.

Number of agencies added between 10/1/2020 - 9/30/2021	324
Number of agencies deleted between 10/1/2020 - 9/30/2021	224

## Style Guide Adherence

Michigan 211 uses a standard style guide to ensure consistent, professional data entry and maintenance of resource information across all access sites. The style guide is comprehensive, and adhered to across the system. Of the 100+ data elements, only two were not consistently applied (AKAs and Naming Convention of city records in one access site). See below for more information.

One convention that is not consistently being followed is that the style should be “CITY NAME (CITY OF).” (Example: Detroit (City of).) We acknowledge this is a large undertaking. UWJC and HWMI have made the change, but CALL, GRYP, NEMI, UPER & UWSE need to adjust their records.

Records generally adhered to the style guide. Some problems were noted, but none would impact the usability of the data.

## Program and Record Standardization

We review records by “taxonomy families” – employment, food, transportation, etc. to see if they are coded in a standard fashion and if they are worded consistently. We also look at specific terms which have been listed in the style guide – Area Agencies on Aging, Case / Care Management, Community Clinics, General Counseling Services, General Dentistry, General Legal Aid, Mental Health Hotlines, Prescription Expense Assistance, Undesignated Temporary Financial Assistance. All of these met the guidelines outlined in the resource manual and are consistent.

We also review records to determine if the database is impartial: if there are two or more philosophies available in the community, we want to see that all are listed in the database (pro-choice, pro-life; gun ownership, gun control; etc.).

Some records of note: only GRYP had the Democratic and Republican Parties listed. In the past, more centers listed the parties, either under Political Organizations or Get out the Vote Drives, but none are present under either term anymore. (No center listed anything indexed with Political Organizations.)

We typically look at services in which not all providers in a community may be included. One area where we sometimes see “coding creep” is in houses of worship. Very often, a religious center is

listed because they offer services to the general public (food pantry, clothing closet, etc.), but over time, the provider will list other services – such as religious study groups – that are not fully represented across the catchment area.

“Religious studies groups” are listed in HWMI, UWJC, NEMI, and GRYP. There is one instance of “religious literature distribution” in CALL. While it’s not incorrect to list these, we don’t think that all religious studies groups in each region are listed based on the number seen. The recommendation is to either find all and index or remove the term. In addition, there are several Religion/Spirituality Related Support Groups listed, none with targets, and the religious aspect of the group is not detailed in the service description.

Pregnancy and abortion services are indexed inconsistently. The Abortion Services term is used only in UWSE and MICH (each has one agency with that indexing). Most are indexed as Pregnancy Counseling, but the narrative is lacking any philosophy description. Because it can be such a sensitive issue, AIRS recommends being extremely specific in indexing and in the narrative description so that callers can be directed to the exact service they are looking for. We recommend coming up with a standard description for these services that explicitly mentions the philosophy of the service. There was no change in this issue from 2020.

“Civic Participation / Political Volunteer Opportunities” is used in different manners by different centers. It also seems to be used inconsistently (HWMI uses it for neighborhood associations, but we’re sure they do not list all the neighborhood associations available in their catchment area). There was no change in this issue from 2020.

There are certain programs that are found across the state. In these instances, it is helpful for the resource department to create a template for national and statewide programs to allow curators to be consistent and save time as they would only need to change details for individual service sites. We recommend standardizing the narrative fields for those programs. Examples include WIC, Medicaid, Medicare, and CHIP (CHIP also has several different program names used to label it). In addition, taxonomy terms used to index these programs are not consistent. Some WIC programs were indexed with WIC and breastfeeding support and some were not. Medicaid was usually indexed as Medicaid appeals/complaints, Medicaid applications, and Medicaid prior authorization, but not all were. CHIP is indexed with CHIP programs, children’s state/local health insurance programs, and Medicaid applications (but again, inconsistently so).

There are instances of resource data fields being blank. Example: some centers do not fill in “Program Service Area.” This field at the Service Group level is a required field, however there are cases of the field being blank (7 pages in the report we ran). The service area information is entered in the geographic module, which is connected to searching for resources; however, text should also be placed in the narrative field per procedure. If centers are not going to be required to record program service area, we recommend Michigan 211 update the style guide.

Other mandatory fields which also have some blanks include Application Process, Documents, Eligibility, Fees, and Payment. There are quality assurance reports that can be run to review what is missing. The area served report is at the end of this document. Other reports are being supplied to MI 211 separately.

## Inclusion / Exclusion Criteria Policy Adherence

The records reviewed all adhered to the inclusion policy. We reviewed each type of organization listed to be included, and all are included.

Government offices from Federal to School District; religious organizations with services open to the public; professional associations (Bar Association, AMA, other “gateway” specialized I&Rs); clubs with services for the public were all seen.

Listings are impartial. When elected officials’ offices are listed, they are listed by the office, and not the person’s name. Religious organizations are indexed with services available to the public and are consistent. Pro-choice and pro-life organizations both have services listed under Pregnancy Counseling. However, the philosophy is not always clearly explained in the narrative (see previous section).

We reviewed many multi-site agencies. All are structured with agency, site, service, and are very consistent. There are two philosophies of creation: larger organizations are arranged in a “true” fashion, meaning that if city is the agency, each department is a site, and then services and programs are attached to those sites. This results in very large records, but each of the large records has a staff member assigned who creates a relationship with the organization and often will perform site visits to update. They will also find individuals at each site (department) who can update their portion of the record.

The other philosophy is to create smaller, “artificial” organizations, breaking a large agency into multiples (department of transportation is an agency; department of health, etc.). In the databases that organize organizations this way, the method is used consistently. This method of data organization can help with updating: typically one or two people at an agency can provide updates.

## Target Term Policy Adherence

The policy is listed as Appendix B. The target policy states that several terms must always have a target population appended to it (generally a nebulous term which needs clarity). There were instances where the target policy was not followed. Issues noted:

Case/Care Management – always targeted (improved)  
Disease/Disability Information – always targeted (improved)  
Health Related Advocacy Groups – always targeted (same)  
Health/Disability Related Support Groups – always targeted (improved)  
Newsletters – always targeted (improved)  
Outreach Programs – always targeted (improved)  
Peer to Peer Networking – always targeted (improved)  
Printed Materials – always targeted (improved)  
Speakers/Speakers Bureau – always targeted  
Specialized Information and Referral – UWJC - one  
Subject Specific Public Awareness/Education – none  
Talklines/Warmlines – NEMI, HWMI (one each)  
Websites – NEMI and MICH (one each)  
Workshops/Symposiums – GRYP, HWMI (two each)

There may be times and reasons for deviations from the policy – we suggest adding a “deviation clause” to the policy so that staff are clear when to not use a target.

## Correctly Applied Geographic region(s) (Service Area Audits)

Area served is found in a narrative field in the service group and also in a (more important) searchable field. The geographic regions reviewed (150+ service groups) matched from the narrative to the searchable area served. However, there was a database that did not conform. In NEMI the narrative area served was missing in most service groups. This is not considered a critical flaw if staff are alright with not needing to read the service area. However, it is not in keeping with the style guide.

## Appendix A Inclusion Policy

### INCLUSION/EXCLUSION POLICY

#### STATEMENT OF INCLUSION/EXCLUSION

##### **MI 2-1-1 Practice and Procedures**

*Revised December 2019*

#### **Michigan 2-1-1 Resource Database Management – Statement of Inclusion/Exclusion Criteria**

The Michigan 2-1-1 Network is a statewide collaboration of regional 2-1-1 center partners, coordinated by the Michigan 2-1-1 state office. Jointly, the Michigan 2-1-1 Network resource team update and maintain a statewide resource database of health and human services within their respective service areas, and according to common practices.

The resource database is used both internally by 2-1-1 center staff to connect people in need to resources, and available externally through a publicly accessible website. Other uses of the community resource database may include: supporting the analysis of community needs/unmet needs to use during planning and research; and participation in specialized programs, projects and committees, both at state and local levels.

#### **Statement of Purpose**

This policy establishes the criteria organizations must meet in order to be included in the resource database.

In order to be included in the statewide collaborative resource database maintained by the Michigan 2-1-1 Network, an organization must meet the following criteria:

#### **I. Geographic Criteria**

An organization must be located within or provide service to residents of Michigan.

#### **II. Agency Type Criteria**

Agencies appropriate for inclusion in the Michigan 2-1-1 database include:

- Government bodies that provide a health or human service, including elected officials, at the following levels:
  - Local
  - State
  - Federal
  - Special district
- Private nonprofit organizations, such as:
  - 501(c)3 organizations that provide a direct service or information about a direct service
  - Religious institutions that offer a human service available to the general public
  - Professional associations that offer a free or low-cost service to the general public
  - Labor organizations providing human services to the general public

- Clubs organized for the purpose of recreation or other nonprofit purposes to the general public
- Support or self-help groups
- Toll free hotlines or websites that offer information about health and human services or direct assistance
- Hospitals and medical facilities offering a sliding fee scale or accepting Medicare and Medicaid
- Advocacy groups
- Educational institutions
  - Intermediate school districts
  - Trade schools
  - Community colleges
  - Special service components of schools or school districts
- For-profit businesses that offer a health and human service to the general public may be considered for inclusion if they meet one or more of the following criteria:
  - The service offered is a unique service or one that is otherwise unavailable from the nonprofit community
  - The service is available for free, low-cost, or on a sliding fee scale based on income. The organization must have a documented policy for the provision of the service on a sliding fee scale and provide it at the time of application
  - The organization will accept payment for the service by another agency, government entity, or from Medicare or Medicaid
  - The agency or service is required under a specialized contract

*Note on licensing:* Where applicable, proof of current and valid licensure will be required for inclusion in the Michigan 2-1-1 database.

*Note on cost of service:* While most government, nonprofit, educational, health and human services are offered to the public for free, at a low cost, or as payable by a third party (such as Medicare or Medicaid), if a service's cost is considered to be generally prohibitive the service may not be included in the Michigan 2-1-1 database.

*Note on provision of service:* Organizations providing services that are available to the general public may be included in the 2-1-1 database. It is recognized secondary services may be provided to established clients of organizations, patrons, members, etc which are not accessible to general public and are then not suitable for inclusion in the database. Exceptions may occur in the event an organization's customer base is large, loosely defined and/or the program is largely accessible to community members.

### **III. Stability Criteria**

Agencies appropriate for inclusion in the Michigan 2-1-1 database must:

- Have at least one established service site that clients can physically visit should the service require it. This should not be construed to indicate the exclusion of Web- and telephone-based services that otherwise meet the inclusion requirements
- Employ at least one staff person, either paid or volunteer, who is regularly available to communicate with 2-1-1 resource staff and individuals seeking services
- Have been in existence for at least one full year (365 days) or demonstrate substantial proof of viability to the satisfaction of the resource database managers

### **Other Factors**

As needs vary, some communities may opt to prioritize the development of resource information based on the needs most urgent to their local population. The following factors may also be considered when evaluating organizations for inclusion in the Michigan 2-1-1 database:

- Degree of demand/need for the services offered in each community

Number of agencies currently included in the database that already offer a particular service

## Appendix B: Target Policy

### TARGETING A POPULATION OR CONDITION

#### MI 2-1-1 Practice and Procedures

*Revised January 2020*

#### **I. Statement**

It is the practice of Michigan 2-1-1 to use the Y branch of the AIRS Taxonomy to identify services that target special populations. Michigan 2-1-1 understands that overuse of target terms may lead to a substandard database. Therefore, the use of target terms should be used sparingly and only to collocate or narrow services by population or condition.

**Note:** As a general rule, Basic Need terms will not be appended due to the inability to restrict these services by population or condition reliably throughout the database.

#### **II. Purpose**

The purpose is to provide a means to collocate or narrow services by population or condition when a taxonomy term is widely used throughout the database and whose search is inefficient without a target term attached. Target terms may be used in special initiatives to assist with reporting.

#### **III. Procedure**

1. Describe the target population in the service group name.  
Examples:
  - “Therapeutic Camp for Children with Special Needs”
  - “Housing Search Assistance for Veterans”
2. Choose terms that include the target population when possible  
Examples:
  - “Disability Related Support Groups” not “In Person Support Groups \* Disability Issues
  - “Veteran Home Loans” not “Conventional Home Loans \* Veterans”
3. Make sure the service group description and eligibility narrative effectively describe the targeted population to reinforce the significance of the service group name.
4. Only use terms authorized for targeting (see table on following page).
5. If the base term is not approved, the Michigan 2-1-1 Resource Managers Workgroup will review and reach a consensus on whether or not a term receives approval.
6. Consideration for adding a term to the approved list for targeting may include the following:
  - a. The target term must be chosen from the Y branch of the AIRS Taxonomy
  - b. The number of times the base term is used throughout the database
  - c. The base term is somewhat general in nature (“Specialized Information and Referral” or “Workshops/Symposiums”)
  - d. The base term can be logically targeted throughout the database, not just in a single instance.
  - e. The service is part of a special initiative (in some cases, special initiatives may require a target term in order to facilitate reporting).



7. Once a taxonomy term is approved for targeting, it should, in most cases, always have a target term. For example, "Specialized Information and Referral" should always have an appended target term. Any exceptions should be approved by the RMW.
8. Multiple target terms should not be appended to a single taxonomy term.

**Incorrect:**

"Specialized Information and Referral \* Homeless People \*Substance Abusers"

**Correct:**

"Specialized Information and Referral \* Homeless People"

"Specialized Information and Referral \* Substance Abusers"

9. Exceptions to the above procedure will be allowed on a case-by-case basis as related to special initiatives.

## MI 2-1-1 TERMS AUTHORIZED FOR APPENDING

### MI 2-1-1 TERMS AUTHORIZED FOR APPENDING (2019)

*Terms listed below should not be used without a Target Term (exception: Undesignated Temporary Financial Assistance when it is clear the service is for everyone).Case/Care Management*

Disease/Disability Information

Health Related Advocacy Groups

Health/Disability Related Support Groups

Newsletters

Outreach Programs

Peer to Peer Networking

Printed Materials

Speakers/Speakers Bureau

Specialized Information and Referral

Subject Specific Public Awareness/Education

Talklines/Warmlines

Undesignated Temporary Financial Assistance

Websites

Workshops/Symposiums

### Service Groups with missing "PROGRAM SERVICE AREA" narrative.

HWM1581 - YMCA OF GREATER GRAND RAPIDS

LEADERSHIP DEVELOPMENT

UPER6895 - DICKINSON-IRON DISTRICT HEALTH DEPARTMENT

COVID-19 IMMUNIZATION HOME VISITS

UPER6945 - CHIPPEWA COUNTY WAR MEMORIAL HOSPITAL

OUTPATIENT PSYCHIATRY

UPER7015 - WESTERN UPPER PENINSULA HEALTH DEPARTMENT

COVID-19 IMMUNIZATION HOME VISITS

UPER7761 - CONSOLIDATED COMMUNITY SCHOOL SERVICES

PRESCHOOLS

UPER8469 - CITY OF GLADSTONE

ELECTRIC SERVICE CONNECTION/REPAIR

LARGE APPLIANCE PICKUP/RECYCLING PROGRAMS

UTILITY DISCONNECTION PROTECTION

UPER8815 - CHIPPEWA COUNTY HEALTH DEPARTMENT  
COVID-19 IMMUNIZATION HOME VISITS  
UPER8842 - PUBLIC HEALTH, DELTA AND MENOMINEE COUNTIES  
COVID-19 IMMUNIZATION HOME VISITS  
UPER9032 - LUCE-MACKINAC-ALGER-SCHOOLCRAFT DISTRICT HEALTH DEPARTMENT  
COVID-19 IMMUNIZATION HOME VISITS  
UWJC13271 - FLINT COMMUNITY SCHOOLS  
EDUCATIONAL PROGRAMS FOR ADULTS  
UWJC14645 - FLINT (CITY OF)  
911 SERVICES  
UWJC14813 - FLINT CHILDRENS MUSEUM  
HALLOWEEN EVENTS (2015)  
UWJC15053 - SALVATION ARMY (THE) - CAPITAL AREA  
PRODUCE DISTRIBUTION FOR CLINTON COUNTY RESIDENTS  
UWJC15105 - INGHAM COUNTY HEALTH DEPARTMENT  
PEDIATRIC DENTISTRY  
UWJC15928 - SOCIETY OF SAINT VINCENT DE PAUL (THE)  
SOUP KITCHENS  
MICH15978 - HEARING LOSS ASSOCIATION OF AMERICA - MICHIGAN STATE ASSOCIATION  
HEALTH/DISABILITY RELATED SUPPORT GROUPS FOR PEOPLE WHO ARE HARD OF  
HEARING  
UWJC16170 - CRISTO REY COMMUNITY CENTER  
GENERAL COUNSELING SERVICES AND FAMILY COUNSELING AGENCIES  
HEALTH CARE AND HAZARDOUS MATERIALS CONTROL IN COMMUNITY CLINICS  
GRYP18393 - GOODWILL INDUSTRIES OF CENTRAL MICHIGAN'S HEARTLAND  
EMPLOYMENT  
UWJC19406 - CATHERINE COBB SAFE HOUSE  
LOCAL BICYCLE TRANSPORTATION AND SPORTS EQUIPMENT DONATION PROGRAMS  
UWJC19494 - LENAWEЕ INTERMEDIATE SCHOOL DISTRICT  
COVID-19 DIAGNOSTIC TESTS  
SECONDARY/HIGH SCHOOLS  
GRYP19749 - BRANCH COUNTY COMMUNITY MENTAL HEALTH AUTHORITY  
ADULT PSYCHIATRIC INPATIENT UNIT  
GRYP20996 - BRANCH AREA FOOD PANTRY  
THANKSGIVING & CHRISTMAS BASKETS (2021)  
GRYP21065 - NOTTAWA TOWNSHIP LIBRARY  
VITA PROGRAM SITE  
HWM121991 - HART PUBLIC SCHOOLS - DISTRICT OFFICE  
EDUCATION ASSOCIATION  
HWM122069 - NORTHWEST MICHIGAN HEALTH SERVICES  
COVID-19 IMMUNIZATION CLINICS  
HWM124448 - ADDICTION TREATMENT SERVICES

## **Resource Data Validation Report**

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HEALTH DISABILITIES RELATED VOLUNTEER OPPORTUNITES  
NEMI26091 - MCLAREN - BAY REGION  
DIAPERS  
NEMI26352 - CLARE COUNTY GOVERNMENT  
CAR SEAT INSPECTIONS  
NEMI26678 - GOOD SAMARITAN RESCUE MISSION  
YOUTH SHELTERS  
NEMI26753 - CITY OF CHEBOYGAN  
MUNICIPAL POLICE  
NEMI26772 - MCLAREN - NORTHERN MICHIGAN CHEBOYGAN CAMPUS  
GENERAL ACUTE CARE HOSPITALS

HEALTH RELATED SUPPORT GROUPS  
 NEMI26787 - IOSCO COUNTY GOVERNMENT  
 CONCEALED WEAPONS PERMITS  
 NEMI26810 - MONTMORENCY COUNTY GOVERNMENT  
 PROBATE COURTS  
 NEMI26846 - OSCODA COUNTY GOVERNMENT  
 GENERAL PROPERTY TAX INFORMATION  
 VITAL CERTIFICATES  
 NEMI26859 - DISTRICT HEALTH DEPARTMENT # 2 - OGEMAW COUNTY  
 COVID-19 IMMUNIZATION HOME VISITS  
 NEMI26873 - OTSEGO MEMORIAL HOSPITAL  
 COMMUNITY CLINICS  
 GENERAL ACUTE CARE HOSPITALS  
 URGENT CARE CENTERS  
 NEMI26916 - ROSCOMMON COUNTY GOVERNMENT  
 911 SERVICES  
 ANIMAL CONTROL  
 BUSINESS REGISTRATION  
 CHILD SUPPORT ASSISTANCE/ENFORCEMENT  
 CIVIL AND CRIMINAL DISTRICT COURT  
 CIVIL AND CRIMINAL STATE TRIAL COURTS  
 CONCEALED WEAPONS PERMIT  
 COUNTY CONTROLLERS OFFICES  
 COUNTY CORRECTIONAL FACILITIES  
 COUNTY OFFICES OF EMERGENCY SERVICES  
 COUNTY RECORDER OFFICES  
 COUNTY TREASURER OFFICES  
 DISTRICT ATTORNEY  
 GENERAL PROPERTY TAX INFORMATION  
 LAND DEEDS/TITLES  
 PROBATE COURTS  
 SHERIFF  
 UNDESIGNATED TEMPORARY FINANCIAL ASSISTANCE FOR VETERANS  
 VETERAN BENEFITS ASSISTANCE  
 VITAL CERTIFICATES  
 VOTER REGISTRATION OFFICES  
 NEMI26946 - ROSCOMMON COUNTY COMMISSION ON AGING  
 VOLUNTEER OPPORTUNITIES  
 NEMI26967 - MICHIGAN STATE UNIVERSITY EXTENSION - CRAWFORD COUNTY  
 FOOD PRODUCTION SUPPORT SERVICES  
 HEALTH AND NUTRITION EDUCATION  
 HOME GARDENING ASSISTANCE/SUPPLIES  
 NUTRITION EDUCATION  
 PEST INFORMATION  
 YOUTH AGRICULTURAL PROGRAMS  
 NEMI27045 - REGION 7B EMPLOYMENT AND TRAINING CONSORTIUM MI WORKS  
 ADMINISTRATIVE ENTITIES  
 NEMI27058 - IOSCO COUNTY COMMISSION ON AGING  
 CAREGIVER TRAINING AND SUPPORT GROUPS FOR OLDER ADULTS  
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 NEMI27068 - ARENAC COUNTY GOVERNMENT  
 GENERAL PROPERTY TAX INFORMATION  
 NEMI27155 - COVENANT HEALTHCARE  
 CHILDBIRTH EDUCATION  
 NEMI27212 - HURON COUNTY GOVERNMENT

UNDESIGNATED TEMPORARY FINANCIAL ASSISTANCE FOR VETERANS  
NEMI27254 - NORTH HURON SCHOOL DISTRICT  
SCHOOL DISTRICTS  
NEMI27290 - VILLAGE OF APPEGATE GOVERNMENT  
CITY/TOWN COUNCIL OFFICES  
NEMI27294 - VILLAGE OF DECKERVILLE GOVERNMENT  
CITY/TOWN COUNCIL OFFICES  
MUNICIPAL POLICE  
NEMI27298 - VILLAGE OF LEXINGTON GOVERNMENT  
CITY/TOWN MANAGERS OFFICES  
NEMI27304 - VILLAGE OF PECK GOVERNMENT VILLAGE HALL  
CITY/TOWN COUNCIL OFFICES  
NEMI27306 - VILLAGE OF PORT SANILAC GOVERNMENT  
CITY/TOWN COUNCIL OFFICES  
NEMI27308 - MCKENZIE HEALTH SYSTEM  
GENERAL ACUTE CARE HOSPITALS  
NEMI27322 - SANDUSKY DISTRICT LIBRARY  
PUBLIC LIBRARIES  
NEMI27324 - SANILAC DISTRICT LIBRARY  
PUBLIC LIBRARIES  
NEMI27328 - AITKIN MEMORIAL DISTRICT LIBRARY  
PUBLIC LIBRARIES  
NEMI27330 - SANILAC COUNTY GOVERNMENT  
911 SERVICES  
ANIMAL CONTROL  
BUSINESS REGISTRATION  
CHILD SUPPORT ASSISTANCE/ENFORCEMENT  
CIVIL AND CRIMINAL DISTRICT COURT  
CIVIL AND CRIMINAL STATE TRIAL COURTS  
CONCEALED WEAPONS PERMITS  
COUNTY CORRECTIONAL FACILITIES  
COUNTY OFFICES OF EMERGENCY SERVICES  
COUNTY RECORDER OFFICES  
COUNTY SUPERVISORS OFFICES  
COUNTY TREASURER OFFICES  
DISTRICT ATTORNEY  
GENERAL PROPERTY TAX INFORMATION  
LAND DEEDS/TITLES  
MEDICAL APPOINTMENTS TRANSPORTATION FOR VETERANS  
PROBATE COURTS  
SHERIFF  
UNDESIGNATED TEMPORARY FINANCIAL ASSISTANCE FOR VETERANS  
VITAL CERTIFICATES  
VOTER REGISTRATION OFFICES  
NEMI27345 - DECKERVILLE COMMUNITY SCHOOLS  
SCHOOL DISTRICTS  
NEMI27364 - HILLS AND DALES GENERAL HOSPITAL  
GENERAL ACUTE CARE HOSPITALS  
NEMI27444 - SANILAC TRANSPORTATION CORPORATION  
GENERAL PARATRANSIT/COMMUNITY RIDE PROGRAM  
NEMI27472 - BAY ARENAC BEHAVIORAL HEALTH  
PSYCHIATRIC CASE MANAGEMENT FOR MEDICAID RECIPIENTS  
NEMI27581 - SANILAC COUNTY COMMUNITY MENTAL HEALTH  
ADOLESCENT /YOUTH COUNSELING  
ASSERTIVE COMMUNITY TREATMENT

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COMMUNITY MENTAL HEALTH AGENCIES  
DISABILITY RELATED CENTER BASED EMPLOYMENT  
GENERAL COUNSELING SERVICES  
GENERAL CRISIS INTERVENTION  
INDIVIDUAL COUNSELING  
MENTAL HEALTH EVALUATION  
NURSING FACILITY REFERRALS  
PSYCHIATRIC MEDICATION SERVICES  
SUBSTANCE ABUSE COUNSELING  
SUPPORTED LIVING SERVICES FOR ADULTS WITH DISABILITIES  
NEMI27703 - NORTH MIDLAND FAMILY CENTER  
EXTENDED DAY CARE  
NEMI27715 - FAMILY AND CHILDREN'S SERVICES  
DRUG/ALCOHOL TESTING  
NEMI27723 - MIDLAND COUNTY HEALTH DEPARTMENT  
CHILDREN'S SPECIAL HEALTH CARE SERVICES  
NEMI27753 - MEMORIAL PRESBYTERIAN CHURCH  
DONATION DROP OFF POINTS  
GENERAL BEREAVEMENT SUPPORT GROUP  
RENT PAYMENT ASSISTANCE  
SCHOOL SUPPLIES  
UTILITIES SERVICE PAYMENT ASSISTANCE  
NEMI27798 - MICHIGAN STATE UNIVERSITY EXTENSION - MIDLAND COUNTY  
NUTRITION EDUCATION  
NEMI27802 - GRACE A DOW MEMORIAL LIBRARY  
CHILDREN'S LIBRARY SERVICES  
CHILDREN'S LIBRARY SERVICES  
CHILDREN'S LIBRARY SERVICES FOR TODDLERS AND PRESCHOOLERS  
COMPUTER ACCESS AIDS  
COMPUTER CLASSES  
HUMANITIES CLUBS/SOCIETIES  
HUMANITIES CLUBS/SOCIETIES FOR SUMMER  
PUBLIC INTERNET ACCESS SITES  
NEMI27827 - COMMUNITY COMPASSION NETWORK  
SCHOOL LUNCHES/SNACKS  
NEMI29140 - TUSCOLA BEHAVIORAL HEALTH SYSTEMS  
PSYCHIATRIC DISORDER COUNSELING  
NEMI29910 - CHILDREN'S BEREAVEMENT NETWORK  
SUMMER CAMP FOR 8-16YEARS  
NEMI30359 - THE HARBOR - COMPREHENSIVE YOUTH SERVICES, INC.  
HOMELESS DROP IN CENTERS FOR AGES 12-21  
RUNAWAY/YOUTH SHELTERS  
TRANSITIONAL HOUSING/SHELTER FOR HOMELESS YOUTH  
UWSE31140 - AFFIRMATIONS CENTER FOR LESBIAN, GAY, BISEXUAL AND TRANSGENDER  
PEOPLE  
LEADERSHIP DEVELOPMENT FOR LGBTQ YOUTH  
WINTER CLOTHING  
UWSE32566 - ANN ARBOR PUBLIC SCHOOLS  
REDUCED SCHOOL LUNCH/BREAKFAST  
UWSE32783 - BLACK FAMILY DEVELOPMENT  
COMPREHENSIVE OUTPATIENT SUBSTANCE USE DISORDER TREATMENT  
JUVENILE DELINQUENCY DIVERSION COUNSELING  
MICH33116 - MICHIGAN COUNCIL OF THE BLIND AND VISUALLY IMPAIRED  
HEALTH/DISABILITY RELATED SUPPORT GROUP FOR INDIVIDUALS WITH VISUAL

IMPAIRMENTS

NEWSLETTER FOR INDIVIDUALS WITH VISUAL IMPAIRMENTS

PEER COUNSELING FOR INDIVIDUALS WITH VISUAL IMPAIRMENTS

MICH33200 - UNITED STATES FINANCIAL MANAGEMENT SERVICE

BANKING SERVICES INFORMATION AND SUPPORT

ELECTRONIC TRANSFER ACCOUNTS

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UWSE33350 - MONROE COUNTY HEALTH DEPARTMENT

MEDICAID APPLICATIONS

UWSE35533 - ROCHESTER AREA NEIGHBORHOOD HOUSE

GENERAL CLOTHING PROVISION

UWSE35601 - SOUTHWEST SOLUTIONS

LITERACY PROGRAM FOR FAMILIES

UWSE35724 - NORTHEAST INTEGRATED HEALTH

PSYCHIATRIC REHABILITATION

UWSE35810 - SER METRO-DETROIT JOBS FOR PROGRESS

PERSONAL FINANCIAL COUNSELING

UWSE35870 - WAYNE METROPOLITAN COMMUNITY ACTION AGENCY

CHILD CARE PROVIDER SUPPORT AND TECHNICAL ASSISTANCE

COMMUNITY ACTION AGENCY

COMPREHENSIVE INFORMATION AND REFERRAL

STREET OUTREACH PROGRAM AND DROP IN CENTER FOR YOUTH

NEMI36172 - DECKERVILLE COMMUNITY HOSPITAL

GENERAL ACUTE CARE HOSPITALS

RESPIRE CARE

URGENT CARE CENTERS

NEMI36174 - UNITED WAY OF SANILAC COUNTY

FEDERATED GIVING PROGRAMS

NEMI36595 - HERITAGE UNITED METHODIST CHURCH

FOOD PANTRIES

THRIFT SHOPS

NEMI36615 - BLUE WATER UNITED METHODIST FREE STORE

GENERAL CLOTHING PROVISION

NEMI36755 - MARINE TOYS FOR TOTS FOUNDATION

ADMINISTRATIVE ENTITIES

MICH37100 - BLUE CROSS COMPLETE OF MICHIGAN

PHYSICIAN REFERRALS FOR MEDICAID RECIPIENTS

MICH37614 - INTERNAL REVENUE SERVICE

DISASTER RELATED CASH GRANTS FOR INDIVIDUALS DURING COVID-19

HWMI37945 - HEART OF WEST MICHIGAN UNITED WAY

GENERAL BENEFITS ASSISTANCE FOR COVID-19 QUARANTINED OR ISOLATED RESIDENTS

NEMI38421 - HUMAN DEVELOPMENT COMMISSION

CAREGIVER TRAINING AND SUPPORT GROUPS FOR OLDER ADULTS

CASE/CARE MANAGEMENT FOR ELDER ABUSE ISSUES

CASE/CARE MANAGEMENT FOR OLDER ADULTS

COMMODITY SUPPLEMENTAL FOOD PROGRAM THROUGH GOVERNMENT SURPLUS

COMPREHENSIVE INFORMATION AND REFERRAL

CONGREGATE MEALS/NUTRITION SITES

DOMESTIC VIOLENCE SHELTERS, COUNSELING, AND SUPPORT GROUPS

DOMESTIC VIOLENCE/SEXUAL ASSAULT HOTLINES

FOSTER GRANDPARENT PROGRAM

GENERAL BENEFITS ASSISTANCE

HOME DELIVERED MEALS

HOMELESS PERMANENT SUPPORTIVE HOUSING

LEAD HAZARD CONTROL PROGRAM

RSVP PROGRAM  
SPECIALIZED INFORMATION AND REFERRAL FOR OLDER ADULTS  
VOLUNTEER OPPORTUNITIES  
WEATHERIZATION AND OTHER HOUSING PROGRAMS  
NEMI38450 - MID MICHIGAN COMMUNITY ACTION  
HEAD START  
NEMI38520 - GREAT LAKES BAY HEALTH CENTERS - ADMINISTRATION  
ADMINISTRATIVE ENTITIES  
AFFORDABLE CARE ACT INFORMATION/COUNSELING  
COMMUNITY CLINICS  
COMMUNITY CLINICS  
GENERAL BENEFITS ASSISTANCE  
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NEMI38557 - BROWN CITY COMMUNITY SCHOOLS  
SCHOOL DISTRICTS AND GED INSTRUCTION  
NEMI38624 - MARLETTE COMMUNITY SCHOOLS  
REDUCED SCHOOL BREAKFASTS/LUNCHES  
SCHOOL DISTRICTS  
UWJC38630 - FAMILY SERVICE AGENCY OF MID MICHIGAN  
FAMILY SERVICES RELATED VOLUNTEER OPPORTUNITIES FOR FOSTER GRANDPARENT  
PROGRAM  
UWJC38999 - UNITED WAY OF JACKSON COUNTY  
FORMULA/BABY FOOD  
MICH41569 - PLANNED PARENTHOOD OF MICHIGAN  
PRENATAL CARE  
HWM41637 - DISTRICT HEALTH DEPARTMENT 10  
CLOTH FACE MASKS DURING COVID-19  
UWSE41757 - HEAT AND WARMTH FUND (THE)  
UTILITY ASSISTANCE FOR DTE CUSTOMERS  
UTILITY SERVICE PAYMENT ASSISTANCE  
UWJC41838 -  
DONATION PROGRAMS  
MICH42020 - FAMILIES AGAINST NARCOTICS  
SPEAKERS/SPEAKERS BUREAUS  
UWSE42441 - SAINT JOSEPH MERCY HEALTH SYSTEM  
GENERAL HEALTH EDUCATION PROGRAMS AND MEETING SPACE  
MICH42476 - LIGHTHOUSE GUILD  
DISEASE/DISABILITY INFORMATION FOR VISUALLY IMPAIRED  
LOW VISION AIDS  
MICH43058 - MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES  
PUBLIC HEALTH ADVISORIES REGARDING EEE  
NEMI44048 - CHEBOYGAN COUNTY COMMUNITY BASED OUTPATIENT CLINIC  
VETERAN OUTPATIENT CLINICS  
NEMI44052 - GRAYLING COMMUNITY BASED OUTPATIENT CLINIC  
VETERAN OUTPATIENT CLINICS  
NEMI44161 - MID CITY NUTRITION  
SOUP KITCHEN  
NEMI44283 - SAINT CLAIR COUNTY GOVERNMENT  
VETERANS BENEFITS ASSISTANCE  
NEMI44481 - HARBOR IMPACT MINISTRIES  
BABY CLOTHING  
BLOOD PRESSURE SCREENING  
GENERAL CLOTHING PROVISION  
PERSONAL/GROOMING SUPPLIES  
PET FOOD

THRIFT SHOPS  
TOYS/TOY LOAN  
NEMI45502 - FIRST CONGREGATIONAL CHURCH - EVERY STEP COUNTS MINISTRIES  
SEXUAL ASSAULT AND SUPPORT GROUP  
NEMI45607 - PARTNERS IN CHANGE: PSYCHOLOGICAL AND COMMUNITY SERVICES  
COUNSELING SERVICES  
PSYCHOLOGICAL ASSESSMENT  
NEMI45610 - STILL WATER PROFESSIONAL COUNSELING, LLC  
GENERAL COUNSELING SERVICES  
UPER46918 - MARQUETTE BOARD OF LIGHT AND POWER  
RESIDENTIAL ENERGY/WATER CONSERVATION REBATES  
UPER46972 - BARAGA ELECTRIC UTILITY  
UTILITY DISCONNECTION PROTECTION  
UTILITY SERVICE CONNECTION/REPAIR  
UPER47097 - BAYFIELD ELECTRIC COOPERATIVE  
UTILITY DISCONNECTION PROTECTION  
NEMI47166 - MIDLAND PSYCHOLOGICAL SERVICES  
COUNSELING SERVICES  
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UPER47198 - EFFICIENCY UNITED  
RESIDENTIAL ENERGY REBATE INFORMATION  
GRYP47402 - ARMS OF LOVE INCORPORATED  
FOOD PANTRIES  
THRIFT SHOPS  
MICH47434 - SPECTRUM  
DISCOUNTED INTERNET SERVICE  
UPER49079 - HOSPITALITY HOUSE OF THE UPPER PENINSULA  
PATIENT/FAMILY HOUSING  
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